



Job Description

Job Title	Service Improvement & Assurance Officer
Directorate	Adult Services & Health
Service Area	Transformation & Assurance
Grade	6
Competency Level	2
Salary	£33,024 - £37,336
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8889

Job Purpose

To contribute to the development of the directorate Quality Assurance Framework management, processes and governance structures of Adult Services & Health, and maintaining a position of departmental readiness for the inspection of Adult Social Care by the Care Quality Commission.

To deliver a consistently high-quality support function to the Service Improvement & Assurance function, which balances both planned and reactive need/requirements of the service.



Directly Responsible For:

N/A

Directly Responsible To:

Service Improvement & Assurance Lead

Main Areas of Responsibility:

- To support the service improvement and assurance lead on the co-production, development, and management of the Quality Assurance Framework for the ASCH department.
- To support the development and implementation of service improvement plans to meet objectives.
- To support the service improvement and assurance lead to coordinate savings proposals and plans to ensure the directorate position is understood.
- To monitor quality assurance and service improvement plans and escalate progress within corporate reporting.
- To support the service improvement and assurance lead to manage CQC related improvement plans.
- To support the coordination of CQC inspections.
- To control and be accountable for the maintaining of documentation relating to assurance and service improvement plans.
- To support the service improvement and assurance lead to monitor and update the departmental Local Authority Self-Assessment and Information Return (LASAIR).
- To support the effective management and operation of the relevant oversight Boards. Including arranging meetings, preparing and sending out papers, attending meetings and taking minutes, updating a range of documentation and proactively following up actions.



- To establish and maintain effective file management systems for the directorate's service improvement to ensure an auditable trail is available.
- To prepare and send out papers, minute and proactively follow up actions for meetings.
- To attend progress meetings to gain a full understanding of actions and risks required for delivery of directorate service improvements.
- To maintain confidentiality at all times when dealing with information.
- Exercise independent judgement and initiative based on good practice and acquired knowledge in problematic situations.
- To undertake other general support duties as required.

Supervision and Management Responsibility:

- Not applicable to this role.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitor financial performance and deliver within budget.
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.
- Explores different options for funding and income generation.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.



Physical Demands of the Job:

- The role would include using a computer and sitting at a desk for prolonged periods of time.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

[The competency framework can be found here.](#)



This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or equivalent experience (A)

Desirable

- Demonstration of continuous professional development.
- Project Management qualification or equivalent experience.

Experience

Essential

- Successful experience in support supporting service change and / or assurance. (A, I)
- Partnership working (A, I)
- Substantial experience of office technology and its applications; i.e. Microsoft Office; Outlook; PowerPoint; Excel. (A, I)
- Experience of successfully servicing meetings and following up actions. (A, I)
- Knowledge of main issues and influences affecting the services allocated to this post. (A, I)
- Project or programme management experience. (A, I)
- Experience of managing, analysing and triangulating large volumes of information and intelligence. (A, I)



Desirable

- Experience of working in Local Government.
- Experience of committees and democratic processes and of local authority standing orders processes.
- Experience of financial administration.

Skills/Abilities

Essential

- **Information management:** Able to collect, store, archive and destroy project information in line with procedures and standards. Can maintain confidentiality. (A, I).
- **Ensuring quality:** Able to both produce high quality documentation, including scheduling, and offer assure to initiatives. (A, I, E).
- **Communication:** Well-developed written, presentation and report writing skills, using effective language to convey convincing ideas and arguments and the ability to simplify technical and complex information. (A, I)
- **Stakeholder management:** Able to support the identification and prioritisation of stakeholders, including 3rd parties. Can communicate with them in line with the plan throughout the project and organise required activities. (A, I).
- **Risk and issue management:** Can support the team to determine, communicate and manage risks, issues and opportunities and their implications. Able to establish and maintain comprehensive risks and issues logs. (A, I, E).
- **Financial management:** Maintaining finance trackers and budget documentation to support the directorate's budget management. (A, I).
- **People and professionalism:** Able to help organise an effective and engaged team, internally and externally, with a shared vision and purpose.



Can ensure they are empowered and inspired to achieve project success, including through own example and standards. (A, I).

- **Business justification:** Can support the development of business case documentation and obtain support in getting the appropriate approvals. (A, I).
- **Scheduling and estimating:** Able to document activities, timescales and their dependencies in project plans. (A, I).
- **Conflict and negotiation:** Understands the importance of identifying and resolving conflict, and negotiating desired outcomes. Understands the need to gain alignment of views. (A, I).

Desirable

- **Scope management:** Can document the scope of deliverables. Can maintain records of any affected business KPIs.
- **Leadership:** Understands the need to lead and influence opinions in order to launch and sustain change initiatives/projects. Understands the need to communicate verbally, in writing, or through presentation to a broad set of stakeholders from team members to senior managers.
- **Procurement:** Understands local government procurement policies.
- **Learning and development:** Can support team development and self in line with the relevant learning and development policies.
- **Conduct:** Ensure you conduct yourself in a morally, legally and socially appropriate manner of behaviour, in line with Council values and procedures, with all members of the project team.

Commitment

Desirable

An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)