

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Planning & Projects Officer
Grade	PS9	Reports to (role title)	Policy, Planning and Projects Manager
		Directorate	Children, Families, Learning and Communities
JE Band	314-370	Service	Quality Practice, Relationships and Support
		Team	Quality Relationships
		Date Role Profile was created	Nov-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Undertake day to day responsibility for coordinating and delivering projects across Children's, Families and Lifelong Learning services to support business efficiency and service improvements.</p> <p>Work with service leads and other stakeholders to understand national and local issues that impact the delivery of high quality social care and education services. Maximise technology to create efficiencies while ensuring accessibility and reducing digital exclusion to benefit internal and external customers.</p> <p>Demonstrate critical thinking, being able to respectfully challenge, balance priorities, and use documentation and evidence to support awareness and decision-making. Undertake analysis and provide reports for senior managers within the local authority and relevant bodies, to support effective and compliant service delivery.</p> <p>Lead on inspection related projects, supporting the delivery on behalf of the local authority, coordinating a wide range of services, logistics, systems, and both on- and off-site arrangements to enable professionals to confidently share their work.</p> <p>Work independently and as part of a team, sharing knowledge and supporting the team to achieve organisational objectives.</p>
Work Context	<p>The Quality Practice, Relationships & Support (QPRS) division comprises of an integrated set of strategic teams that support and inform operational services within the directorate. The aim of the Policy, Planning & Programmes team is to provide professionals with effective resources and support, applying different perspectives for customers and varying roles, to deliver effective solutions. This role will contribute to Surrey's continuous improvement ambitions and, most significantly, work towards improving the lives of Surrey's children, young people, and families.</p> <p>The PPP Team are responsible for providing a range of services:</p> <ul style="list-style-type: none"> •National policy research, developing best practice and awareness of evidence-based reports, to support colleagues. •Manage and quality assure internal policies and procedures that govern a variety of roles and responsibilities. •Lead the Equality, Diversity & Inclusion Programme to reduce marginalisation and over-representation in social care services. •Developing the CFLL business plan, through integrated strategic planning that sets out the ambitions and priorities. •Lead on inspection readiness, co-ordinating a range of services, evidence and building information systems against a range of regulatory frameworks. •Project management and assistance for a wide range of activities and services. •Ad hoc delivery of a wide range of functions that support the organisation.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> •Excellent written and oral communication and people skills. •Ability to work under pressure to achieve deadlines with a high degree of quality. •Flexibility during inspection periods, working extended hours to meet deadlines. •Strong awareness of project management competencies (awareness may be evidenced through event management, planning roles, or direct experience). •Strong attention to detail and the ability to see linkages and patterns across areas of work. •Ability to work collaboratively with internal and external partners/professionals. •Self-sufficiency with a willingness to work alongside others to adapt to changing priorities. •Proven problem-solving skills with the capacity to devise and implement innovative solutions. •Strong computer skills and understanding of digital communications (ideally with SharePoint or similar system experience).

Role Summary	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
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