

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Change & Improvement Officer
Grade	PS9	Reports to (role title)	Senior Change & Improvement Officer
JE Band	314-370	Directorate / School	Place
Date Role Profile was created	Mar-26	Service / Department	Economy & Growth
Agile	Information	<u>DBS Requirement</u>	Not Required

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>The Change & Improvement Officer will help to drive continuous improvement across the Council's skills and employability programmes, ensuring delivery is evidence-led, efficient, inclusive and aligned to county-wide priorities and statutory responsibilities.</p> <p>The postholder will support market engagement with providers and employers, maintain and develop performance dashboards, analyse data and risks, evaluate outcomes and value for money and support innovation to strengthen the local skills ecosystem.</p>
Work Context	<p>The Change & Improvement Officer will play a key role in effectively and legally discharging adult education functions devolved from the UK Govt to Surrey County Council</p> <p>The role will sit in Economy & Growth and, while focusing on skills for jobs outcomes, will be outward-facing in line with the team's 'horizontal working' culture</p> <p>The postholder will be expected to support work across Economy & Growth, and to collaborate with colleagues in the team, other council departments and external stakeholders (including training providers and businesses)</p> <p>Reporting to the Senior Change & Improvement Officer, the postholder will be expected to manage their workload independently to ensure core objectives are met</p> <p>While the base for the role will be Woodhatch Place in Reigate, you may be required to travel across the county</p> <p>The postholder may be required to work flexibly and, occasionally, out of hours - flexible arrangements apply, including some home working</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	Financial administration

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<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 be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<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	<p>Essential:</p> <ul style="list-style-type: none"> - Experience in change/continuous improvement, performance, commissioning, programme and/or business analysis (ideally within skills, education, employability or public services) - Continuous improvement methods (Lean, DMAIC, service design, logic models, ToC) applied pragmatically in public services - Strong data analysis and visualisation skills (e.g. Power BI/Tableau, Excel); ability to translate data into clear narratives and actions - Proven delivery of dashboards and performance frameworks that inform decision-making and drive tangible improvements - Risk management, assurance and responding to audit/quality recommendations - Stakeholder engagement across complex multi-agency environments - Running improvement workshops and embedding process changes - Experience of marketing and communications - Clear, concise writing for operational reports, boards and different audiences (including elected members); confident presentation and facilitation skills <p>Desirable:</p> <ul style="list-style-type: none"> - Understanding of the post-16 skills landscape (e.g. adult skills, ASF, apprenticeships, bootcamps, careers & IAG, provider market dynamics) - Experience supporting commissioning/procurement and contract/performance management - Knowledge of labour market intelligence (LMI), sector/occupational standards and employer engagement techniques - Familiarity with logic models, outcomes based commissioning, Social Value, and cost benefit/economic appraisal methods - Relevant qualification or accreditation (e.g. Lean/Six Sigma Yellow/Green Belt, APM, BCS BA, Microsoft Power BI) - Experience working with vulnerable groups or targeted inclusion programmes
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>

Reference Number	BM-2026-154
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