

## Role Profile

### Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9PE</b>	<b>Role Title</b>	<b>Surrey Safeguarding Adults Board Partnership Officer</b>
<b>Grade</b>	<b>PS9</b>	<b>Reports to (role title)</b>	<b>SSAB Board Manager</b>
		<b>Directorate / School</b>	<b>Adult Social Care</b>
<b>JE Band</b>	<b>314-370</b>	<b>Service / Department</b>	<b>Surrey Safeguarding Adults Board</b>
		<b>Date Role Profile was created</b>	<b>Jan-22</b>

### 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.

<b>Role Purpose</b> including key outputs	<p>To provide support to Surrey Safeguarding Adults Board (SSAB) and the SSAB sub-groups to ensure that the work of the SSAB is taken forward.</p> <p>The role includes:</p> <ul style="list-style-type: none"> <li>Supporting the development and implementation of arrangements between SSAB and partner agencies in the statutory public and voluntary sectors in Surrey.</li> <li>Supporting the provision of high quality, accessible and informative communications in respect of the role of the SSAB, building positive relationships with internal and external stakeholders to support business efficiency and service improvement.</li> <li>Contributing to the development and implementation of an annual communications plan based on SSAB's priorities.</li> <li>Contributing to the development material of for SSAB Website.</li> <li>Developing relevant training materials, in conjunction with partners, for the SSAB.</li> <li>Contributing to specific consultation and engagement activities in respect of partnership priorities and objectives</li> <li>Supporting the work of the SAB as required.</li> <li>Upholding and promoting the aims of the council's Equality and Diversity policies in the course of day-to-day work.</li> <li>Supporting in ensuring that the SSAB is aware of national and local developments in adult safeguarding and linked into relevant forums locally, regionally and nationally.</li> </ul>
<b>Work Context</b>	<p>The Surrey Safeguarding Adults Board helps and protects adults in Surrey who have care and support needs and who are experiencing, or are at risk of, abuse or neglect.</p> <p>SSAB ensures there are effective processes in place to prevent and respond to abuse and neglect, raises awareness among the public and professionals of the importance of adult safeguarding, and seeks assurance that people working with adults with care and support needs have the right skills to safeguard them from abuse and neglect.</p> <p>The post holder will work with the SSAB Board Manager to develop and foster strong relationships within the statutory and private and voluntary sector as well as the Surrey Health and Wellbeing Board and Surrey Safeguarding Children's Partnership</p> <p>SSAB is a Safeguarding Adults Board under section 43 of the Care Act 2014. As the lead agency for Adult Safeguarding, Surrey County Council Adult Social Care host the support unit for the Surrey Safeguarding Adults Board. The purpose of this Unit is to ensure that the Board can effectively and efficiently carry out its statutory duties.</p>
<b>Line management responsibility</b> if applicable	
<b>Budget responsibility</b> if applicable	
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> <li>Contribute to the development and achievement of business plans in their work area to develop and implement agreed strategy.</li> <li>Promote and manage the delivery of the service to meet the needs of the public.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>Lead projects and reviews within a defined area of work as directed by their manager to promote engagement with the service area.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Ensure processes and systems are in place to monitor and review service delivery and achievement of agreed objectives.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>Monitor and advise on budget expenditure in accordance with the organisation's policies and procedures.</li> <li>May manage external suppliers and contracts.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>May manage a team operating in a well defined specialist area and organise deployment of staff and work and/or appropriate support for service users.</li> <li>Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; 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>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>Degree and/or relevant professional qualification or considerable experience of working within the service area.</li> <li>Thorough knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area.</li> <li>Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided.</li> <li>Ability to understand and monitor budgets in accordance with financial procedures.</li> <li>Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels.</li> <li>Proven IT skills and able to use technology to be effective in the role.</li> <li>Ability to prioritise and plan and make best use of personal resources in achieving performance objectives.</li> <li>Ability to manage a range of projects through to completion.</li> <li>Able to lead team working, and use supervision to improve personal performance and practice of junior staff.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</p> <ul style="list-style-type: none"> <li>Up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to safeguarding adults</li> <li>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.</li> <li>Ability to promote positive working relationships in and across teams, using strategies for collaboration and arbitration.</li> <li>Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking.</li> <li>Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others.</li> <li>Ability to influence organisational development pro-actively using feedback from your area of responsibility.</li> <li>Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge.</li> <li>Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.</li> <li>Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same.</li> <li>Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations.</li> <li>Competent in the use of basic IT skills.</li> <li>Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.</li> <li>Proven ability to manage a range of projects through to completion.</li> </ul> <p>Strong verbal and written skills and a good working knowledge of use of electronic communications tools including desk-top publishing and other software packages. Ability to negotiate, build and maintain effective working relationships at all levels.</p>
<b>Role Summary</b>	<p>Roles at this level lead and manage the work of a team providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entertainment, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading on a project to promote a community/cultural activity. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan. They will work largely autonomously with access to guidance from more experienced professionals.</p>
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