

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Senior Development Officer
Grade	PS7	Reports to (role title)	Senior Manager, System Development
		Directorate	Children, Families, Lifelong Learning and
		Service	Education and Lifelong Learning
JE Band		Team	Systems and Transformation (ELL)
		Date Role Profile was created	Feb-19

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. This role profile 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 Work Context	<p>To provide support to Senior Managers to initiate, scope, and plan service redesign, ensuring change drives improvements for children, young people and families. Support the development of evidenced based business cases, working closely with service leads, corporate teams (finance, procurement, legal, HR) and external partner organisations. Working with the Senior Manager for System Development, identify solution based approaches to ensure barriers are overcome. Contribute as part of a project team ensuring change projects are designed and delivered on time, within budget and to the agreed quality.</p> <p>The System Development Team will provide analysis and service redesign capacity to support Education and Lifelong Learning to undertake significant transformation of services and make improvements. The Service encompasses support for vulnerable learners, including children with special educational needs and disabilities and children excluded from school, school improvement, school admissions and transport. The post holder will work flexibly across these services, and with partners in social care, health and schools, to identify and initiate opportunities for change.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Manage information systems and conduct research by drawing on Surrey County Council information, the internet and other relevant sources. <p>Service Delivery</p> <ul style="list-style-type: none"> • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient projects. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. • Contribute to engagement activities within specific projects, for example organising workshops, planning, scheduling and conducting interviews and facilitating group discussions. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. • Support the development of implementation plans by working with other members of the project team. • Work as part of project teams to achieve the objectives of specified projects, delivering to time and budget, within a culture of continuously improving performance. <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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving project plans and reports
Details of the specific qualifications and/or experience if required for the role in line with the above description	Willing and able to travel around the county to meet the demands of the role.
Role Summary	<p>Roles at this level provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services.</p>

Reference Number

BM-2022-453