

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Alternative Provision Placement Officer
Grade	PS8	Reports to (role title)	Commissioning Manager
		Directorate/School	CFL Commissioning
JE Band	269-313	Service/Department	Commissioning - SEND Schools & Preparing For Adulthood 3
		Date Role Profile created	Aug-23

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>This role will act as the key conduit/gateway for the sourcing of independent alternative provision from the alternative provision (AP) framework, supporting the continued promotion, procurement and tender process for alternative provision providers wishing to join the framework.</p> <p>Furthermore they will maintain the directory of any "off-contract" provision, ensuring onboarding onto framework and coordinating safeguarding and quality monitoring checks as necessary.</p> <p>Through the successful implementation of the alternative provision framework and directory this role will also monitor, collate and review commissioning data on utilisation of independent AP to support wider strategic oversight and sufficiency planning.</p> <p>In addition to the delivery of the AP framework, this role will also support the coordination of quality assurance process for AP providers, collate and monitor AP referrals and placement data (identifying emerging issues relating to consistency and transparency) and provide support and challenge to frontline teams recording AP placements with a view to improve data quality.</p>
Work Context	<p>Surrey County Council's vision for a whole system approach to alternative provision promotes a collective system in which educational settings, community services, health and education support services all play a crucial part in responding to vulnerable children and assisting with reintegration to school (where appropriate).</p> <p>The independent Alternative Provision market has grown substantially and plays an important specialist role in supporting children and young people who:</p> <ul style="list-style-type: none"> - have been unable to access education (either through fixed term or permanent exclusion, health conditions or other exceptional circumstances) - are unable to access or wish to access additional learning or job opportunities (such as supported internships or apprenticeships) - require additional support to facilitate transition to a new key stage, new education setting, further education/independence or a job opportunity. <p>This role will contribute to the delivery of Surrey's Alternative Curriculum Pathways and Reintegration Support Strategy, with a focus on delivering increased confidence in costs for AP and ensuring we are better placed to monitor children's progress and outcomes in AP.</p>

Line management responsibility	N/A
Budget responsibility	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"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation’s current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <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. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</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"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Experience/familiarity of placement brokerage</p> <p>Effective interpersonal, influencing and negotiation skills</p> <p>Practical experience and understanding of the commissioning cycle</p> <p>Evidence of continuous training and personal development</p> <p>Demonstrable high level of organisational ability within a large and complex organisation</p> <p>Effective use of ICT including EMS and data management</p> <p>Ability to stay calm under pressure</p> <p>Strong written and verbal communication skills</p>
Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>

Reference Number	<p style="text-align: center;">BM-2023-370</p>
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