**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | SEND Quality & Intelligence Officer |
| **Job Reference** | 29529 |
| **Grade and Salary** | **Grade 5 - £**34,434 **per annum (pro rata for part time)**This role includes performance related pay progression |
| **Service and Team** | Children and Young People, SEND Progress & Quality Assurance (PQA) Team |
| **Location** | **Endeavour House, Ipswich, IP1 2BX - Hybrid working** |
| **Hours per week** | 30 hours per week, flexible working options available |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To support the success of projects or the business as a whole, by providing intelligence, information, guidance and advice to colleagues and partners, to ensure children, young people and families are enabled to achieve the best possible outcomes.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Contributing to quality assurance / auditing of Education, Health and Care (EHC) plans and accompanying documentation
* Collating, manipulating and analysing data
* Creating reports
* Supporting development of recommendations
* Contributing to development of training and guidance resources, delivering training

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Provide information to colleagues and partners as required by role.
* Build new sustainable relationships internally and externally and maintain existing relationships with a wide range of stakeholders.

**Effective Planning, Assessment, Support and Practice**

* Planning and coordinating resources and information to effectively support service delivery.
* Support colleagues and partners to meet all statutory requirements and regulations.
* Support providers to ensure they are aware of and adhere to appropriate legislation and policy.
* Promote and positively encourage best practice and effective ways of working, facilitating further development or change where this is needed.
* Effective use of quality assessment tools and a range of evaluation methods to monitor and feedback on performance.

**Reporting and Accurate Recording**

* Ensure the necessary statutory and non-statutory reports are produced on time for internal and external requirements and contribute to their completion where required.
* Research, manipulate and analyse data and information to draw conclusions and generate reports and information in support of specific areas for use by internal and external colleagues.
* To contribute to ensuring successful completion of Quality Assurance processes within team.
* Provide regular updates and briefings on current developments within identified knowledge or activity sectors and identify emerging trends / issues as required by role.

**Multi-Agency and Partnership Working**

* Actively liaise and work with a range of colleagues including those from partner organisations to achieve successful outcomes for all children and young people within area of work.
* Promote, identify and share/model effective practice with relevant partners within scope of role.
* Promote early intervention and prevention to professionals in a range of universal and specialist services.
* Work with colleagues to encourage effective collaborative working, actively seeking feedback to ensure effective impact.
* Offer professional advice, guidance and expertise within the scope of the role to partners and other agencies.

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| **Autonomy** |

You will:

* Be responsible for keeping accurate and timely records and writing relevant reports using electronic or other systems as directed.
* Have access to a line manager for decisions that fall outside their delegated responsibilities.
* Be required to organise their own workload.
* Respond to unanticipated problems as appropriate to your role.
* Escalate issues to line manager that are more complex or have wider implications.
* Offer advice and guidance to colleagues and partners about specific area of expertise.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable qualification at graduate level or equivalent experience in a relevant area of work.
2. Evidence of continuing professional development.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Commitment to understanding what is important to children and families.
7. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Ability to use initiative within boundaries of the role.
2. Good working knowledge of Microsoft packages for business use.
3. Advanced Excel skills.
4. Ability to maintain accurate records, databases and systems.
5. Ability to identify and flag up problems when working with data and information and escalate appropriately.
6. Proven ability to work appropriately with confidential and sensitive information.
7. Knowledge of relevant legislation, regulations and guidance as appropriate to role.
8. Ability to learn new IT or web-based packages and systems
9. Ability to handle large and complex data sets and to identify and interpret trends in data and validate.
10. Planning skills for projects or for day-to-day business processes.
11. Knowledge and understanding of the importance of data and information for strategic planning and policy development.
12. Knowledge of quality improvement tools
13. Extensive experience of data analysis and use of statistical monitoring systems.
14. Research skills. (Desirable)
15. Knowledge of associated agencies and their working practices and roles. (Desirable)
16. Ability to integrate information gained from policy documents and research into service delivery. (Desirable)

**Additional requirements**

1. High level of organisational skills and the ability to plan ahead, prioritise work and meet deadlines of self and others within the team.
2. Understanding of confidentiality and awareness of data protection requirements.
3. Proven ability to set and meet personal targets.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

We encourage technology for communication. Sometimes you may need to travel. If you have a disability, please talk to the contact. They can help you with reasonable adjustments for this role.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.