Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Service Improvement and Project Support Officer
Service	Children's Services
Team	Service Delivery
Location	Shute End
Reports to	Executive Business & Service Delivery Manager
Worker Style	Hybrid
Responsible for	N/A
Grade	6
Contract Type	Permanent

Main Accountabilities	
1.	Coordinate and support service improvement activity across Children's Services Service Delivery teams, including reviewing operational processes and identifying opportunities to improve consistency, resilience and service effectiveness.
2.	Undertake process mapping and support the development of improvement plans, including identifying gaps, inefficiencies and areas were procedures, systems or working practices could be strengthened.
3.	Maintain trackers, action plans and project documentation to monitor agreed priorities, improvement activity and operational actions, ensuring progress is clearly recorded and followed up.
4.	Support reporting and escalation arrangements by collating updates, preparing progress information and written reports on improvement projects, identifying risks or issues and escalating matters appropriately.
5.	Provide cover and support for the Executive Business and Service Delivery Manager by helping to maintain continuity of agreed priorities and key operational activity for the leadership team, including coordinating updates, following up actions and ensuring matters are progressed or escalated as required.

6.	Provide support as part of the Executive Business function to the leadership team, including coordinating recruitment activity, preparing reports, presentations and business cases, undertaking background research, and supporting service planning, decision-making and delivery of agreed priorities.
7.	Support Ofsted inspection planning and service readiness, including operational and administrative logistics, project coordination for pre-inspection preparation and post-inspection action planning, evidence gathering, data quality activity and preparation of the required evidence base for presentation to Ofsted.
8.	Maintain an up-to-date understanding of relevant Children's Services priorities, statutory requirements, local procedures and good practice, and take responsibility for own continuous professional development.

Person Specification	Essential	Desirable
Education/Qualifications	5 GCSEs or equivalent, including English and Maths.	Experience or formal qualification in project management.
Experience	High level of administrative / organisational and analytical skills with good attention to detail and accuracy to maintain accurate records on case management and document systems.	
	Experience of maintaining trackers, action plans or project documentation.	
	Awareness of Children's Services, statutory requirements, local procedures or relevant legislation/guidance.	
	Experience of record and minute taking.	
	Ability to produce high-quality written documents, reports and records, and maintaining confidentiality at all times.	
	Proactive and solution-focused, with the ability to identify issues, suggest practical improvements and escalate risks appropriately.	
	Ability to use initiative and judgement to progress agreed actions and maintain momentum across multiple	

	workstreams.	
	Excellent written and oral communication skills, with the ability to build effective relationships with officers, partners and families, adapting communication styles appropriately and showing professionalism, sensitivity and empathy.	
	Ability to prioritise competing demands, manage time effectively and meet service or statutory timescales.	
Skills/Knowledge	Good IT skills, including Microsoft Office, with proficiency in Outlook, Word and Excel.	Experience or knowledge of Local Government
		Experience or knowledge of Children's Services

Purpose Details	
Service Purpose	Children's Services Service Delivery supports the effective operation of statutory and operational functions across the directorate, enabling frontline practitioners and managers to focus on delivering services to children, young people and families. The service provides high-quality administrative, coordination and information management support, ensuring key activity is accurately recorded on relevant systems, meetings are arranged and supported effectively, and statutory processes are progressed in line with required timescales. Working collaboratively with teams across Children's Services, the service supports timely decision-making, consistent practice, effective communication and continuous improvement in service delivery.
Role Purpose	To provide project and improvement support across Children's Services Service Delivery, reviewing processes, systems and working practices to identify opportunities to improve consistency, resilience and service effectiveness. The role will also support the Executive Business function by helping to coordinate agreed priorities, maintain oversight of key operational activity, support recruitment and reporting requirements, and ensure issues are progressed or escalated appropriately, including by providing cover and continuity support where required. The postholder will also undertake other tasks commensurate with the grade, including supporting other statutory services within the directorate as directed, and participate in service-led training and development opportunities.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care

	leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	Supervision will be provided on a regular basis by the line manager.
Supervision Given	Not applicable.
Contacts	The postholder will liaise with families and work with managers, frontline teams and officers across the Directorate and wider Council. They will also develop and maintain effective working relationships with external partners, including Police, Health and Schools.

Resources/Budget Management
No direct budget management responsibility.

Special Requirements
• A Standard DBS check will be required for this post. The postholder will not be required to visit Residential Children's Homes. • There may be a requirement to occasionally work some evenings and weekends, to support the delivery of services as required.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	No
Working at Height	No
Exposure to Noise (>80-85dB)	No
Confined Spaces	No
Frequent Display Screen Equipment Use	Yes
Driving for Work	Occasionally
Hand Arm Vibration	No
Lone Working	No
Healthcare/Social Contact with Patients	No
Blood Borne Viruses Exposure	No
Food Handling	No

Working with Animals	No
Specialised Medical Screening	No
Night Working	No
Safety Critical Work	No

Nature of the Role	Details
Healthcare or Hospital Work	No
Working with Children (under 18)	No
Working with Elderly/Vulnerable Adults	No
Work Environment Details	Home/office

Role Involvement	Details
Working with Children	No
Working with Vulnerable Adults	No
Both of the Above	No
Providing Care/Supervision for Children	No
Providing Care/Supervision for Vulnerable Adults	No
Both of the Above	No
None of the Above	No

Disclosure and Barring Service (DBS)	Details
DBS Requirement	DBS Standard
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
DBS check every 5 years.

Evaluation Declaration	
Date of Evaluation:	Sept 2026
Evaluated by:	HR Team