



# Role Profile

## Policy Officer (Children's Services / Education)

|               |                              |        |     |
|---------------|------------------------------|--------|-----|
| Reference No: | A5606                        |        |     |
| Service:      | Education                    |        |     |
| Job Family:   | Education Specialist Support | Grade: | FC8 |

|   |  |  |  |
|---|--|--|--|
| <b>Purpose</b>  |  |  |  |
| Working with the QIO (Strategic Planning & Performance), you will play a lead role in the development and delivery of a programme of quality planning and improvement activity.   |  |  |  |
| This will support key strategic planning and self-evaluation activities for the Children's Services Partnership and the Education Directorate, as well as ensuring the ongoing management and review of Partnership and Directorate policies. |  |  |  |

| <b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:  | <b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility  | <b>E</b>                           | <b>D</b>                         |
|--|--|------------------------------------|----------------------------------|
| Developing, delivering and facilitating a programme of quality planning and improvement activity, to provide support and challenge for strategy and policy across the Children's Services Partnership and Education Directorate (as required). | <p>Educated to SCQF level 9 which includes a Degree or equivalent</p> <p>Relevant experience of policy or of organisational improvement/change management</p> <p>Risk management experience</p> <p>Significant experience of working in a policy or organisational improvement/change management capacity to support the improvement of service delivery</p> | <p>✓</p> <p>✓</p> <p></p> <p>✓</p> | <p></p> <p></p> <p>✓</p> <p></p> |

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|--|---|---------------------|------------|
|  | Qualified in a numerate or statistical discipline<br>Customer Service/care skills   |                     | ✓<br>✓     |
| Managing and communicating information relating to strategy and policy effectively so that Directorate leaders and key stakeholders are kept up to date with developments and emerging issues. | Communication skills<br><br>Interpersonal skills  | ✓<br><br>✓          |            |
| Identifying and managing a range of projects and activities relating to strategy and policy within areas of Children's Services and Education in line with agreed standards and deadlines.     | Ability to balance effective work programming, meeting deadlines and monitoring with flexibility in reacting to urgent work and changing priorities<br><br>Time management skills<br><br>Prioritisation skills<br><br>Ability to operate effectively while under pressure and cope with uncertainty | ✓<br><br>✓<br><br>✓ |            |
| Maintaining and updating work, project, and programme plans.   | Experience of working within a project and/or programme environment<br><br>Project management skills<br><br>Experience of projects involved with the introduction of new technologies, systems and new ways of working  | ✓                   | ✓<br><br>✓ |
| Managing self-evaluation activities for strategy and policy. Identifying and managing related improvement activities.  | Experience of structured approaches to improvement such as process mapping, service planning and performance reporting, strategy/policy development and evaluation  | ✓                   |            |
| Collecting, analysing and interpreting research, performance management, risk and other information.   | IT skills, e.g. Microsoft Excel, SQL, VBA, SPSS or similar<br><br>Experience of using Geographic Information Systems and spatial analysis   | ✓                   | ✓          |

E = Essential Criteria    D = Desirable Criteria

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|---|--|------------|----------|
| Supporting the use of quality management approaches, identifying methods of approach, customer requirements and related aspects of strategy and policy.                   | Experience of information analysis and solution development<br><br>Experience of the EFQM model or related self-evaluation and inspection frameworks   | ✓          | ✓        |
| Facilitating approaches to engagement with key stakeholders to support the development, planning, implementation and evaluation of strategy and policy                    | Practical experience and ability to collect, analyse and interpret a range of data, including performance and management data<br><br>Practical skills in the use and manipulation of data including data cleaning, formatting and presentation | ✓          | ✓        |
| Reviewing and monitoring the impact of strategy and policy across Children's Services and the Education Directorate.  | Ability to adapt approaches where appropriate and respond to changing requirements   | ✓          |          |
| Preparing reports and guidance for senior managers.   | Report writing skills  | ✓          |          |
| Developing and delivering guidance, training materials and presentations.   | Experience of developing and delivering guidance, training materials and presentations   | ✓          |          |
| Supporting leaders across Children's Services and the Education Directorate to deal with issues relating to self-evaluation and recommending appropriate solutions.       | Experience of providing advice and guidance  | ✓          |          |
| Leading internal meetings and focus groups to support strategic planning and self-evaluation including project meetings, and meetings with key stakeholders and partners. | Ability to work with and co-ordinate a wide variety of people to achieve desired outcomes in a workshop environment<br><br>Conflict handling skills  | ✓<br><br>✓ |          |
| Keeping up to date with agreed areas of practice and sharing this expertise across Children's Services and the Education Directorate.                                     |  |            |          |
| Liaising with other members of Children's Services and the Education Directorate, to ensure that support and challenge is integrated with other relevant areas of work.   | A flexible approach and the ability to embrace change  | ✓          |          |

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|---|---|---|---|
| Contributing to the development of the Children's Services and Education Directorate Plan, self-evaluation submissions and other related strategic documents. | Ability to provide a regular and effective service  | ✓ |   |
| Undertaking all other duties as required for the role. Duties will be in line with the grade.   |   |   |   |

| <b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following: |   |   |   |
|--|---|---|---|
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|  |   |   |   |
|  |   |   |   |
|  |   |   |   |

| <b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>  |
|--|
| <b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement. |

## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.