

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Transformation Support Officer	Range 3	<p>Provide high quality administrative, coordination and organisational support to the Adult Social Care Transformation and Improvement function.</p> <p>Provide dedicated administrative and operational support to the Head of Service and support the Service Improvement Programme Lead with Care Quality Commission (CQC) assurance and inspection activity.</p>	<p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> A minimum of 5 GCSEs including English and Maths (grade 4-9) or equivalent Willingness to work towards Level 3 in Business Administration or equivalent <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of GDPR and its importance when handling data and information sharing An awareness of the council's financial regulations, guidelines and procedures A good understanding of governance and decision making frameworks with a large organisation <p>Experience</p> <ul style="list-style-type: none"> Experience of providing a comprehensive administrative and/or customer support service Experience of using financial systems to raise purchase orders and process invoices Experience of updating records accurately using electronic or hard copy filing systems Experience of providing general information, advice, and guidance on internal procedures relating to finance Experience of undertaking complex minute taking and taking a proactive approach to tracking actions 	<p>In addition to level A</p> <p>Qualifications</p> <ul style="list-style-type: none"> Working towards Level 3 in Business Administration or equivalent <p>Knowledge</p> <ul style="list-style-type: none"> A good understanding of equality, diversity and inclusion A working knowledge of financial systems and basic accounting A working knowledge of Adult Social Care services and improvement activity <p>Experience</p> <ul style="list-style-type: none"> Experience of dealing with confidential and sensitive data Experience of coaching/supporting others in their role Experience of providing project support 	<p>In addition to levels A and B</p> <p>Qualifications</p> <ul style="list-style-type: none"> Level 3 in Business Administration or equivalent Evidence of continuous professional development <p>Knowledge</p> <ul style="list-style-type: none"> A good understanding of GDPR legislation and best practice in relation to information sharing An awareness of the council's Record Retention Policy and Freedom of Information protocols Good working knowledge of council reporting, performance and information management processes, including the importance of accuracy, version control and timely reporting <p>Experience</p> <ul style="list-style-type: none"> Experience of confidently using specialist IT packages relevant to the service area in which you are working Experience of contributing to Freedom of Information requests Demonstrable experience of providing administration support across complex or high volume programmes, services or portfolios of work Demonstrable experience of coordinating governance, assurance or inspection activity, including supporting self assessments, managing multiple evidence requests, maintaining

			<ul style="list-style-type: none"> • Experience of coordinating meetings, preparing agendas, taking accurate minutes and following up actions • Experience of supporting governance or assurance activity through administrative or coordination processes 		trackers, coordinating documentation, and supporting timely and auditable submissions
			<p>Skills</p> <ul style="list-style-type: none"> • Ability to use Microsoft Word, Excel, Teams and Outlook • Ability to demonstrate effective organisational and planning skills • Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to line manager for unusual or difficult problems • Ability to input data, where care, accuracy, confidentiality and security are important • Ability and willingness to travel in order to meet requirements of the role • Attention to detail with the ability to proof read • Ability to maintain confidentiality at all times • Good time management skills • Good written communication skills • Ability to track actions, deadlines and priorities and follow up proactively 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience • Demonstrable ability to explain straightforward tasks to others, where required • Demonstrable ability to deal with considerable levels of work-related pressure • Strong coordination skills across multiple workstreams and stakeholders • Ability to adapt to changing priorities within a transformation and improvement environment 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to model high levels of professionalism and promote a culture of professional standards • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working • Developed organisational and coordination skills, with the ability to manage complex schedules, multiple trackers and competing priorities simultaneously • Strong attention to accuracy, consistency and quality in documentation, reporting and record keeping, particularly for governance, assurance and audit purposes • Ability to interpret established procedures, guidance and requirements and apply them effectively to support senior colleagues and programme delivery
Assistant Project Manager	Range 4	Support the effective implementation of the Adult Social Care Transformation and Improvement Programme through managing small-scale projects; planning, executing and monitoring project timescales, deliverables and benefits, and coordinating across multiple workstreams.	Required for this level	In addition to level A	In addition to levels A and B
			<p>Qualifications</p> <ul style="list-style-type: none"> • A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent • Level 4 in Business Administration or equivalent 	<p>Qualifications</p> <ul style="list-style-type: none"> • Working towards project management qualification 	<p>Qualifications</p> <ul style="list-style-type: none"> • Project Management qualification, to intermediate level (e.g. PRINCE2 Practitioner, or APM Project Management Qualification).

		<p>Assist the Programme Lead with large-scale projects by preparing and monitoring project documentation, tracking benefits realisation, and supporting service improvement discovery</p>			<ul style="list-style-type: none"> Evidence of continuous professional development.
			<p>Knowledge</p> <ul style="list-style-type: none"> Ability to apply practical, procedural, organisational and/or policy knowledge relevant to Adult Social Care, as well as the ability to turn theoretical knowledge into practical applications. Knowledge and understanding of project management methodologies. An awareness of equality and diversity principles. 	<p>Knowledge</p> <ul style="list-style-type: none"> Knowledge and understanding of Adult Social Care processes, procedures, regulatory frameworks, and statutory guidance. Knowledge and understanding of equality and diversity principles. Knowledge of procurement and financial management processes/procedures An awareness of change management methodologies 	<p>Knowledge</p> <ul style="list-style-type: none"> Detailed knowledge and understanding of Adult Social Care processes, procedures, regulatory frameworks, and statutory guidance. Detailed knowledge and understanding of project management and change management methodologies.
			<p>Experience</p> <ul style="list-style-type: none"> Demonstrable experience of successfully managing small-scale projects Demonstrable experience of supporting multiple projects within a programme of work. Demonstrable experience of providing comprehensive project/transformation/service improvement support across a range of services, including managing project documentation, and coordinating and organising multiple workstreams Demonstrable experience of using MS Office applications, case management systems and their practical application Demonstrable experience of participating in, or contributing to stakeholder engagement and management, working collaboratively with internal and external stakeholders and building strong working relationships Demonstrable experience with risk, issue, and benefits management processes, including analysing and 	<p>Experience</p> <ul style="list-style-type: none"> Demonstrable experience of championing the role of co-production and stakeholder engagement within a project environment Demonstrable experience of working within Adult Social Care 	<p>Experience</p> <ul style="list-style-type: none"> Demonstrable experience in undertaking work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking. Demonstrable experience of process modelling and analysis Demonstrable extensive experience of analysing and reporting on project data to determine progress of risks, issues, benefits, and actions to ensure projects achieve their intended outcomes. Demonstrable experience of leading on stakeholder engagement and management plans within projects, including experience of co-producing project design and outcomes with people with lived experience Demonstrable experience of using recognised change management methodologies to plan and support change activities within projects, including collaborating with stakeholders to conduct impact analysis, developing communication and training

			<p>reporting on project data to measure outcomes and benefits/savings realisation.</p> <ul style="list-style-type: none"> • Demonstrable experience of resource scheduling in a project environment 		<p>plans, and facilitating the adoption of change</p>
			<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Outlook, PowerPoint, and Teams • Demonstrable ability to use analytical skills to interpret complex information and solutions for example identifying risks, issues, and potential solutions. • Good written and communication skills with the ability to present information in an understandable way, using a variety of methods, across a range of audiences. • Demonstrable ability to motivate others to meet collective objectives. • Demonstrable ability to work within recognised procedures, adapting these procedures where necessary for project success • Demonstrable ability to develop and maintain good working relationships with internal and external stakeholders. • Demonstrable data analysis skills with the ability to identify requirements to monitor benefits/savings, build documents to track realisation, and identify patterns and trends in data sets, drawing meaningful conclusions to evaluate costs, benefits, and risks. • Strong attention to detail to ensure accuracy in managing project documentation, 	<p>Skills</p> <ul style="list-style-type: none"> • Demonstrable ability to explain complex tasks to others. • Demonstrable ability to provide information, advice, and guidance on established internal procedures in relation to finance and procurement. • Ability to interpret and provide guidance on external regulations relating to employees, adapting and interpreting internal policies and procedures based on the needs of the project/service. • Good organisational skills including ability to balance conflicting demands to ensure deadlines are met. • Demonstrable ability to carry out tasks and/or advise on internal procedures which impact on the health and wellbeing of people. 	<p>Skills</p> <ul style="list-style-type: none"> • Demonstrable ability to develop medium term solutions or plans, which take up to two years to formulate. • Demonstrable interpersonal skills, with the ability to build support for change and collaborative working. • Strong organisational and planning skills, with the ability to prioritise and respond to competing priorities/changing priorities and business needs, manage multiple tasks, manage time and resource, and work under pressure to deliver to deadlines. • Ability to respond independently to problems where there are no recognised procedures and decisions must be made without ready access to a manager.

			<p>tracking progress, and following up on actions.</p> <ul style="list-style-type: none"> • Ability to work independently, as well as part of a team. • Demonstrable ability to develop short term solutions or plans which take under a year to formulate. 		
Service Improvement Programme Lead	Range 7	To work closely with the Head of Transformation and Improvement, using effective project management approaches to lead on multiple projects and ensure successful delivery of complex projects in order to meet the identified project objects and vision.	Required for this level	In addition to level A	In addition to levels A and B
Service Improvement Programme Lead (Carers)			<p>Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level in project management or equivalent level qualification. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Working towards Change Management Practitioner qualification 	<p>Qualifications</p> <ul style="list-style-type: none"> • Evidence of continuous professional development • Completion of Change Management Practitioner qualification • Completion of Programme Management Practitioner qualification
Service Improvement Programme Lead (CQC)			<p>Knowledge</p> <ul style="list-style-type: none"> • A good understanding of Adult Social Care issues in a public sector environment. • A detailed knowledge of project management approaches. • Knowledge and understanding of equality issues in relation to service provision. • Knowledge and understanding of the procurement and commissioning arrangements in a social care context. • Knowledge of people management principles, including supervision, objective setting, performance management, and supporting staff wellbeing • Understanding of the council's people management policies and processes • Understanding of the importance of effective line management in supporting delivery of complex projects and programmes 	<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of adult safeguarding practice, legislation, and research. • Knowledge and understanding of key statutory legislation affecting the delivery of the designated Adult Social Care services. • Knowledge of the Council's financial regulations for monitoring budget, processing invoices and procurement. • Developed knowledge of performance management approaches, including addressing underperformance and supporting improvement • Knowledge of coaching and mentoring approaches to support the development of staff • Understanding of how to build capacity and resilience within a project team during periods of change and high demand 	<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge and application of key legislation for social care, including housing and health. • Comprehensive knowledge of diversity and equality issues in relation to service provision. • Extensive applied knowledge of project principles, techniques and tools. • Advanced knowledge of leadership approaches for managing staff within complex, high profile programmes • Comprehensive understanding of how workforce capability, capacity and engagement impact on programme delivery and organisational objectives • Knowledge of succession planning and talent development within a programme or service context

			<p>Experience</p> <ul style="list-style-type: none"> • Experience and successful track record in leading, managing and empowering staff to deliver whole system and outcome focussed approaches in Adult Social Care. • Experience of managing projects and programmes at a senior level within a large organisation. • Experience of preparing and delivering evidence-based reports to secure support from stakeholders and inform decision-making regarding various projects and service enhancements. • Experience of undertaking consultation with stakeholders. • Experience of planning project activities and monitoring progress against the plan. • Experience of monitoring budgets within a project environment including monitoring spend and achievement of savings targets • Experience of drafting briefing papers and correspondence at a senior level. • Experience of working successfully in partnership with a wide range of stakeholders, multi-disciplinary teams, senior managers, agencies and providers. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of ensuring services are provided and developed in such a way that promotes independence, choice and social inclusion. • Comprehensive experience of managing risks and issues and reporting on progress. • Comprehensive experience of monitoring budgets in a project environment, including spend, and significant savings targets in excess of £500,000, and business planning processes. • Significant experience of collaborating with partners and residents to improve and implement ways of working that will benefit the service. • Significant experience of implementing policies and strategies in a similar or related setting. • Experience of embracing best practices by benchmarking and networking with other local authorities. • Experience of informing and engaging with elected members. • Experience of line managing project staff within complex or multi-strand programmes • Experience of managing performance issues constructively, including supporting improvement and applying policy where required • Experience of developing staff capability through coaching, mentoring and development opportunities to improve programme delivery 	<p>Experience</p> <ul style="list-style-type: none"> • Extensive experience working in Adult Social Care, understanding operational systems and relevant legislation to drive forward performance. • Extensive experience in contributing to the ongoing development and achievement of the strategic vision for the service. • Experience of leading complex procurement processes, including defining strategic requirements, and managing competitive processes, ensuring value, compliance, and timely delivery in a complex programme environment • Experience of maintaining oversight of project and programme budgets, ensuring compliance with financial regulations and policies • Extensive experience of leading and developing professional teams delivering complex, high risk, or high value programmes • Experience of shaping team structures, roles and ways of working to enhance performance and sustainability
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			<p>Skills</p> <ul style="list-style-type: none"> • Ability to use Microsoft packages including Word, Excel, Teams, PowerPoint, Outlook and project planning tools. • Demonstrable interpersonal skills, with the ability to build support for change and collaborative working • Excellent organisational and planning skills with the ability to independently manage multiple complex tasks and competing priorities within a dynamic programme environment • Ability to demonstrate high levels of autonomy and initiative. • Strong written and verbal communication skills with the ability to produce clear, concise reports and verbal updates tailored to diverse audiences. • Ability to engage and collaborate effectively with a diverse range of stakeholders both within and outside the Council. 	<p>Skills</p> <ul style="list-style-type: none"> • Excellent interpersonal skills, with the ability to quickly gain credibility with other stakeholders. • Demonstrable ability to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands • Ability to prepare and produce concise reports and presentations for dissemination to senior stakeholders and management. • Ability to effectively organise and integrate multiple interdependent projects, leading resource prioritisation and optimisation of project workflows to meet evolving objectives, demonstrating initiative in identifying risks and adjusting plans to maintain progress • Ability to produce presentations and present to a varied group of internal and external stakeholders. • Ability to effectively use data analysis to monitor project performance. Skilled in manipulating large data sets, developing visual reports, and using tools such as PowerBI or Excel to communicate insights to stakeholders • Ability to motivate and inspire project teams to achieve the 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to analyse complex issues from multiple sources. • Ability to lead strategic communication across a complex programme, developing and delivering reports and presentations that articulate vision, objectives, and benefits, and drive impactful change • Ability to develop resource plans over the short, medium and long-term and adjust plans and resource requirements accordingly. • Ability to make informed decisions in the absence of required information, working to tight timescales. • Ability to lead and motivate multi-disciplinary teams across complex projects, balancing resource management, team performance, and stakeholder expectations to drive successful outcomes • Ability to drive strategic direction across a complex programme, aligning delivery with organisational objectives, with a high degree of independence and initiative

			<ul style="list-style-type: none"> • Ability to manage cross-functional teams, providing clear direction, supporting development, and motivating others and maintaining accountability to ensure delivery of project objectives • Ability to take ownership of assigned projects within a broader programme, working independently to manage priorities, monitor risks, and escalate issues when necessary • Ability to take initiative in problem-solving and support project team delivery with minimal direction • Ability to independently gather, analyse, interpret, and present project data to support reporting and decision making • Ability to confidently undertake line management responsibilities, including supervision, objective setting and performance feedback • Ability to delegate effectively, balancing staff development with delivery requirements 	<p>programme vision through clear communication and connecting individual contributions to broader outcomes, building commitment through regular engagement, recognition, and support</p> <ul style="list-style-type: none"> • Ability to effectively influence and persuade stakeholders at all levels, including the ability to present clear, evidence-based arguments, build rapport and trust, and negotiate solutions that drive project and programme success • Strong coaching and motivational skills to support staff to develop professionally and perform effectively • Ability to have constructive, challenging conversations around performance and behaviour • Ability to manage team workload and wellbeing in a high pressure programme environment 	<ul style="list-style-type: none"> • Ability to proactively monitor project and programme expenditure, forecasting financial risks, and implementing cost-control measures to maximise value while supporting the successful delivery of programme outcomes • Ability to direct the strategic planning and organisation of complex, multi-project programmes, aligning diverse resources, timelines, and stakeholder interests to achieve transformational outcomes • Ability to establish and champion programme governance frameworks and efficient delivery methodologies • Highly developed people leadership skills, including the ability to inspire, challenge and support professional staff • Ability to lead a team through complexity and ambiguity while maintaining performance and morale • Ability to contribute to service-level thinking on workforce capability, development and future capacity needs
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