

## Job Description

Job title	Transformation Support Officer
Directorate	Children and Adults
Division	Adult Social Care
Range	MPR 3
Reports to	Service Improvement Programme Lead – CQC Assurance

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### Main purpose of the job:

To provide high quality administrative, coordination and organisational support to the Adult Social Care Transformation and Improvement function. The post holder will 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.

This will include maintaining accurate records, coordinating meetings and governance activity, supporting inspection and assurance processes, and delivering effective day-to-day administrative support to the service. The post holder will provide confidential administrative and organisational support to senior colleagues within the Transformation and Improvement function, ensuring priorities, information and processes are managed effectively.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

Provide effective governance and assurance support, coordinating meetings, papers, minutes, action logs, forward plans and governance trackers to ensure transparency, accountability and audit readiness.

Coordinate assurance and inspection activity (e.g. CQC, peer reviews), maintaining timetables, evidence registers and trackers to enable timely, well organised and accurate responses.

Support the coordination and administration of the annual CQC self assessment process, including setting up and servicing meetings and workshops, maintaining and administering self assessment documentation, and tracking actions and deadlines.

Maintain robust information and record management systems, ensuring version control, accuracy and accessibility of documents to support assurance, inspection and consistent reporting.

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Support performance reporting and programme oversight, preparing and formatting routine reports, dashboards and updates using agreed templates, trackers and logs.

Provide financial and resource administration support, including processing purchase orders and invoices in line with council procedures, maintaining spend trackers, and coordinating schedules and forward plans.

Coordinate responses to corporate requests and returns, tracking submissions, correspondence and outcomes to ensure deadlines are met and clear audit trails are maintained.

Facilitate the dissemination of learning and information, ensuring agreed messages, insights and updates are shared effectively across the Transformation and Improvement Team.

Provide confidential administrative and organisational support to senior colleagues, managing priorities, correspondence, actions and follow up from meetings and forums.

Contribute to continuous improvement of administrative systems and processes, maintaining and enhancing templates, trackers and ways of working to improve efficiency and consistency across the team.

At manager's discretion, other activities may be assigned that fit the job description.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

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### Organisation:

This role reports to the Service Improvement Programme Lead – CQC Assurance.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will need to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

### Person specification

All criteria at level A should be considered essential requirements.

#### Qualifications

##### Level A

- 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

##### Level B (in addition to level A criteria)

- Working towards Level 3 in Business Administration or equivalent

##### Level C (in addition to levels A and B)

- Level 3 in Business Administration or equivalent
- Evidence of ongoing continuous professional development

#### Knowledge

##### Level A

- Knowledge of GDPR and its importance when handling data and information sharing
- An awareness of the councils financial regulations, guidelines and procedures
- A good understanding of governance and decision making frameworks within a large organisation

##### Level B (in addition to level A criteria)

- 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

##### Level C (in addition to levels A and B)

- A good understanding of GDPR legislation and best practice in relation to information sharing
- An awareness of the councils 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

#### Experience

##### Level A

- 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
- 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

##### Level B (in addition to level A criteria)

- Experience of dealing with confidential and sensitive data
- Experience of coaching/supporting others in their role
- Experience of providing project support

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### Level C (in addition to levels A and B)

- 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 trackers, coordinating documentation, and supporting timely and auditable submissions

## Skills

### Level A

- 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

### Level B (in addition to level A criteria)

- 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

### Level C (in addition to levels A and B)

- 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