



Job Description

Job Title: Quality and Outcomes Project Officer

POSCODE: HAY03333

Grade: J

Overall Purpose of Role

Reporting to the Quality and Outcomes Commissioning Manager within the Quality and Performance function of Children's Family and Education. These posts (x3) are responsible for the delivery of local commissioning arrangements for services.

The post holder will support front line teams in their procurement of services. Requests for services will come into this department and the Project Officer will be responsible for matching service to need, from a predetermined profile of services. The post holder will be expected to create a database of need from localities and for particular client groups. The post holder will be expected to analyse need and develop information sets which can be used by their line manager to ensure that services are commissioned to meet need. The post holder will also represent the local authority and visit commissioned services to ensure that they are delivering against the service level agreement or specification in place.

Main Accountabilities

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1	To build a profile of demand and need for specific clients or service requirements e.g. Looked After Children, Children in Need or Children on Child Protection plans. To collate, analyse and interpret complex internal and external data from myriad sources to generate timely, accurate management information in various formats and reports to support commissioning requirements.
2	To develop a database which records all known information regarding demand and current supply for key client cohorts or service areas.
3	To create and co-ordinate local systems which can understand changes in demand and local developments e.g. new entrants to the market, service closures etc.
4	To create comprehensive forecasts for demand, supply considering all local factors with associated risk factors. Supporting the business plan and medium financial term plans.
5	To support operational teams and match clients to services to support individual casework requirements.
6	To complete against associated tasks regarding commissioning framework and development requirements. To monitor returns and ensure value for money is being realised; to escalate any contracts of concern.

7	To develop, maintain and publish risk analysis with associated mitigations.
8	To provide data and analysis to support the CFE annual business planning process and build an evidence bank of 'what works' so that the Local Authority's resources can best spent.
9	To represent the Local Authority and visit providers to ensure that their service delivery meets the service specification. To ensure that the outcomes from such delivery are improving chances for vulnerable children, to escalate any issues of concern to the Commissioning Manager.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Degree level or substantial relevant experience	Good level of numeracy and literacy	E

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
Knowledge:		
	Experience of working with databases including Microsoft Access with a demonstrable ability to generate bespoke queries, using functions or formulae	E
	Experience in the provision and presentation of statistical information across a variety of software applications including Microsoft Word, Excel, PowerPoint	E
	Knowledge of project management and project delivery	E
	Knowledge of Children's Services.	D
Skills:		
	Ability to work closely with officers and staff inside and outside of local authority arrangements building strong relationships.	E
	Ability to prioritise work within tight deadlines and meet targets	E

	Ability to communicate effectively, both verbally and in writing	E
	Task focussed with good co-ordination skills alongside attention to detail	E
	Significant experience in data and knowledge management.	E
Experience:		
	Self-starter able to work on own initiative and as part of a team	E
	Experience of working across a number of project areas.	E
	Ability to analyse and interpret data to produce timely, accurate management reports.	E
Disclosure Level		

What DBS Level is required for this post?	
None	<input type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input checked="" type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>