

LONDON BOROUGH OF REDBRIDGE ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Service Improvement & Monitoring Officer		
Directorate:	Place	Grade:	LBR10
Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
Function:	Housing Needs	Post number:	
Team:	Reviews & Service Improvement	Base/location:	Lynton House
Reports to:	Reviews & Service Improvement Manager		
Responsible for:	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

Role and Context	
Overall Role Purpose:	<p>To support the Reviews & Service Improvement Manager to drive innovation within the Housing Needs service through the application of best practice housing and homelessness solutions. Use best practice to develop policies & procedures for the service that meet operational and legal requirements.</p> <p>To prepare and submit high quality data and management information to the Ministry of Housing, Communities and Local Government, Corporately and locally within the service.</p> <p>To support the production and use of data to improve operational service delivery, ensure quality, compliance with legal duties and policy commitments, map trends and respond to emerging demand and new pressures.</p> <p>To support the development of new policy and strategy in Housing and monitor performance on policy action plans through the provision of data, analysis and best practice information.</p> <p>Responsible for recording, collection and reporting performance and delivery against national, local and corporate targets and performance indicators supporting the strategic priorities of the Housing Service Plan, Housing Needs Service Plan & key housing policies and strategies such as the Homelessness Strategy</p> <p>Regularly analyse data; prepare trend and forecast analysis reports for Housing Needs managers, Housing Senior Management Team and central government</p> <p>Complete benchmarking of service performance across a range of indicators and use evaluation outcomes to support the review of performance in the service.</p>
Role Context:	<p>This position is fundamental to the provision of housing advice and homelessness services to vulnerable customers who may approach the council for assistance as a result of the Housing Act 1996, Homelessness Reductions Act 2017 and other key housing legislation, alongside the Childrens Act and the Care Act. It is a specialist support role where the post holder is expected to apply data analysis and service improvement techniques to the specialist working environment to support development of compliant policy and process and provision of critical information about demand and supply.</p>

Key Accountabilities and Result Areas	
1. Strategy and Planning	<p>Support the management to ensure the service is delivered efficiently and effectively</p> <p>Support the monitoring and achievement of key Housing Needs Service policies, plans and key priorities</p> <p>Support the monitoring and achievement of key objectives from the Council's Homelessness Strategy and other key policy and strategy documents.</p>
2. Operations and Support	<p>Ensure the timely completion of high quality key statistical returns to government for example P1E, HCLiC, LAHS, CORE.</p> <p>Compile and share performance and service data and information with other key services, for example audit and external regulators.</p> <p>Support partnership working sub-regionally (e.g. East London Housing Partnership), pan London (London Council's the GLA) and nationally through the sharing of relevant information on behalf of the service.</p> <p>Analyse performance information and identify trends, report on variances from target and agreed objectives. Work with the Housing Needs management team to identify solutions and develop processes and tools to improve performance and fill service gaps</p> <p>To collect, analyse information and produce accurate reports for internal reporting to the Housing management team</p> <p>Provide data and analysis for the production of key policy documents such as the Housing Strategy and Homelessness Strategy and the Housing Needs Service Plan. Monitor and produce annual reviews of delivery against policy action plans</p> <p>Work with the Reviews & Service Improvement Manager to produce training and support to officers one effective completion of monitoring information, using exception reporting to proactively identify areas that require advice and guidance.</p> <p>Prepare reports and information for the Cabinet Member, other members and partners as directed.</p> <p>Contribute to and help to prepare bids for funding opportunities, using data and best practice information</p> <p>Participate in and support service improvement groups and change programme. Deliver discreet small to medium size service improvement projects within the teams</p> <p>Carry out process mapping and process review activity within service teams to support the identification and resolution of issues and the involvement of officers in solving service problems</p> <p>Research best practice options and solutions for the service and recommend ways to address service issues using research and information gathered.</p> <p>To support the Reviews and Service Improvement Manager to develop learning opportunities, training and service improvement exercises across Housing Needs in response to new legislation or service requirements but also as a response to learning from best practice.</p>
3. Systems and Process Development and Improvement	<p>Specify technical reports and ICT systems teams. Run reports that have been set up and report on the information. Cleanse and interrogate reports and challenge outcomes, providing scrutiny to ensure robust information provision.</p> <p>To review the need for management reports from service computer and other information systems and ensure that reports are specified and delivered to produce the information required.</p> <p>To use the office systems and packages to meet service requirements</p> <p>To maintain records using databases, spreadsheets and Housing's information systems and to arrange performance reports and ensuring information is up to date and can be easily understood and accessed by others</p> <p>To ensure all staff maximise the opportunities provided by office systems and support them to work effectively with systems</p>

	<p>To produce of core service management information including the submission of the HCLIC statutory reporting information, other submissions and trend analysis to support service improvement.</p> <p>To support the Reviews and Service Improvement Manager with the development design and implementation of new policies and processes within the team and Housing Needs more broadly.</p> <p>To maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process</p> <p>To develop monitoring systems for team and service managers in response to service issues and needs which support the provision of a high quality, legally compliant service.</p>
<p>4. Communication Partnership</p>	<p>Work effectively and efficiently with colleagues within the service, across other departments and external agencies</p> <p>Develop and maintain close working relationships with other Council services and a wide range of other stakeholders in order to facilitate the flow of information, encourage joint working and co-operation.</p> <p>To develop and maintain effective working relationships with key partners, service providers, stakeholders and the wider community through partnership and collaborative arrangements with external bodies, internal departments and voluntary and statutory agencies and their clients in order to facilitate the delivery of high quality services in the Housing Need service.</p> <p>To develop effective working relationships with colleagues within Redbridge, other council and statutory services, external bodies, service users, landlords as well as voluntary and other housing organisations and ensure effective sharing of information and data.</p> <p>To assist in developing full range of information and publicity for all clients as well as supporting the development of internal procedures.</p> <p>To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council's information governance policies.</p> <p>The officer is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with Service/Unit procedures and protocols and with Redbridge Council's Health and Safety Policy and all guidance, instructions and risk assessments. In particular the officer is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.</p> <p>To attend meetings of relevant partnership groups and agencies and to represent the service and/or council as required.</p> <p>To co-ordinate the development of a full range of information and publicity for all customers on the website and ensure it is up to date and accurate.</p> <p>To ensure the provision of a high quality service to internal customers through the provision of information, data, research and support</p> <p>To support the response to ensure enquiries, complaints, freedom of information requests and correspondence with provision of relevant information to managers.</p> <p>Internal Contacts: Staff in Housing, Corporate Policy and Change teams, Business Support and Business Intelligence hub, managers in the Council</p> <p>External Contacts: Partners, contractors, ELHP, London Council's the GLA, other local authorities</p>

<p>5. Performance and Standards</p>	<p>The post holder will be required to contribute to the development and implementation of the Council's corporate objectives including:</p> <ul style="list-style-type: none"> • Health and safety in the workplace • Performance management • Equality and Diversity policy • Customer service strategy • Corporate priorities and strategies <p>To support service to ensure that services are innovative and quality driven and:</p> <ul style="list-style-type: none"> • Are responsive to customer's needs and service requirements • Demonstrate clear departmental direction, vision and style • Achieve effectiveness and efficiency in operation • The Council's Equality and Diversity policy is adhered to • To carry out the duties and responsibilities of the post, in accordance with the Council's Health & Safety Policy and relevant Health & Safety legislation <p>Responsibility for accurate record keeping and for supporting officers to maintain accurate use of systems to ensure comprehensive ability to report on service provision and overall homeless trends</p> <p>To provide statistical information on performance and trends that support the good management of the service, effective change and a service that delivers</p>
<p>Key Performance Outcomes</p>	<p>Provision of data to MHCLG on time and to the right quality</p> <p>Monthly data submission targets for KPI's, action plan update</p>
<p>6. Resource Management</p>	<p>The postholder has no specific budget management responsibilities.</p> <p>However given the significant financial impacts of decisions to provide long term housing and temporary accommodation the post holder plays a critical role in supporting the good management of finances through reporting and supporting process change that addresses cost pressures.</p>
<p>Corporate Accountabilities</p>	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.</p>
<p>Flexibility</p>	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p>

Person Specification		
Knowledge & Experience		<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>
Statutory or Mandatory qualifications:	No Mandatory Qualification Required	A
Educational Ability	Level 5: Ability to increase depth of knowledge & understanding of an area to respond to complex problems or situations. May be evidenced by: Foundation degrees; diplomas of higher education; BTEC Higher National Diploma; NVQ level 5; some professional qualifications; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A
Key Subject or Content Areas (inc: Desirable Qualifications)	A general knowledge and understanding of housing issues and the key factors affecting customers who are homeless or in housing need and the way council's deliver services to respond to those needs	AI T
Knowledge	Data collection techniques Knowledge of project management techniques and approaches to redesigning services and service improvement Knowledge of the range of services provided by the Council for households who are in housing need. Awareness of the financial implications of decisions and the importance of prioritising value for money.	AI T
Experience	Of collecting, checking and compiling data Of data analysis and trend analysis Presenting complex information in an understandable Working independently and as part of a team Working with and presenting information to, a broad range of stakeholders Experience of using Microsoft office products Participating in bench marking activity Experience of prioritising competing demands in a pressurised environment, recognising service priorities. Extensive experience of achieving performance targets and meeting departmental objectives	AI T

<p>Skills & Abilities</p>	<p>Able to present complex issues to and communicate effectively with a range of audiences</p> <p>Able to develop and maintain relationships with a range of stakeholders</p> <p>Ability to present information in a clear concise manner both written and verbally</p> <p>Adept at conducting research and presenting information gathered with recommendation</p> <p>Understand the value of analysis and making difficult decisions under pressure;</p> <p>Ability to understand and interpret risks and issues</p> <p>Excellent attention to detail and ability to understand complex information in a short period of time.</p> <p>Ability to collate information from a range of sources and devise a vision for the long term and create and implement plans</p> <p>Highly developed oral and written communication skills, with an ability to explain complex information clearly to a range of audiences.</p> <p>Able to identify the needs of customers and develop and adapt service approach, plans and processes to meet needs, including those of vulnerable customers.</p> <p>Able to effectively manage a significant and varied workload</p> <p>Understanding of performance management and business planning processes</p> <p>Able to develop implement and monitor clear standards of performance and service delivery outcomes in response to business and service planning process</p> <p>Negotiating, influencing and liaison skills.</p> <p>Excellent analytical skills</p> <p>Ability to develop and maintain effective partnerships with a wide range of people and organisations.</p> <p>Performance focussed and able to meet targets.</p> <p>Proactive, flexible and responsive</p> <p>Ability to work as part of a team and take initiative.</p> <p>Flexible, problem-solving approach to service delivery with a positive attitude to change</p> <p>Able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts.</p> <p>Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances</p> <p>Ability to plan and prioritise</p> <p>Ability to effectively use range of IT applications including database, Word, spreadsheet.</p>	
<p>Corporate Behaviours</p>	<p>Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health & Safety Policy.</p>	<p>AI T</p>

Effective and Collaborative Team Working	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	A T
Working Pattern and travel	<p>To take responsibility for personal development and actively participate in all learning and development.</p> <p>To participate in the ongoing development, implementation and monitoring of service plans.</p> <p>To support and contribute to value for money, service efficiency and improvement.</p>	AI
Safeguarding and Disclosure	DBS Disclosure Required? <u>Not required</u> / Basic / Enhanced	A T
Special Factors or Constraints		