

Job profile

Service and job specific context statement

Directorate:	Health and Adult Services / Central Services
Service:	HAS Engagement and Governance / CS Strategy and Performance
Post title:	Graduate Trainee Engagement Officer
Grade:	E, F and G
Responsible to:	HAS Participation and Engagement Manager (Head of Strategy and Performance will oversee Strategy & Performance workload)
Staff managed:	None
Date of issue:	October 2020
Job family:	P&T - Professional & Technical

Job context

The role will work across the Health and Adult Services Engagement & Governance and Central Services Strategy & Performance Teams. These teams work closely on policy, engagement, equality, and diversity. Working across both teams will provide the successful applicant with a greater understanding of how the corporate centre and directorate areas work together and how best practice from one area can be shared across the organisation.

The HAS Engagement and Governance function ensures people who use our social care and public health services can help shape what we provide and commission in the future, through consultation, engagement and co-production as well as through individual customer feedback. This team includes the governance and engagement functions, and contributes to a range of other areas of work including equality and diversity, communication and strategic planning. The team is strongly person-centred with community empowerment and accountability central to our way of working.

The Strategy and Performance Team covers two broad areas of activity, strategic planning and performance improvement. The team co-ordinates strategy development and strategic planning to improve the targeting of increasingly scarce resources and achieve better outcomes, and provides performance challenge and evidence-based analysis to support leaders in driving performance improvement to achieve this. Engagement is used to identify the needs and priorities of communities and service users in policy, performance and service planning.

Benefits of working & learning across these teams:

The successful applicant will have the opportunity to develop the following:

- Understanding and application of community engagement methodologies
- Active learning to develop interpersonal skills to work with diverse communities
- Understanding and application of key governance policies and procedures
- Understanding of and skills required to work in political environment
- Understanding of and skills required to develop strategies and policies
- Understanding of the policy context of local government
- Project management skills, leading on specific areas of development
- Research, analysis, report writing and presentation skills
- Understanding and application of equality and diversity legislation
- Opportunity to develop knowledge and understanding of adult social care and public health
- Cross-directorate working

Job profile

- Working at a corporate level
- Partnership working, particularly with Health partners
- Working across North Yorkshire – develop knowledge of the diversity of the county, and the challenges and opportunities of rurality

All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows: -

- Corporate Induction
- Aspiring Managers Programme
- Senior managers seminars (led by the Chief Executive)
- Managers webinars programme
- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

Job specifics7

To work with the HAS Engagement and Governance Team to support the core functions of the team including engagement, consultation, governance, safeguarding adults, equality & diversity.

To support the implementation of new Engagement and Governance Frameworks aimed at embedding excellent, person-centred and rights-based practice within the directorate.,

To lead on specific projects as allocated as part of the above implementation.

- To work with colleagues to review the implementation of the Information, Advice and Guidance duties of the Care Act 2014 and the Accessible Information Standard, including research, development of recommendations and leading on specific projects as allocated.

The above areas of work will include working with diverse community members including people who access support. Approximately 25% of the role will involve direct contact, including attendance at groups and forums, and running co-design workshops (note – due to COVID-19 restrictions, forum activities are currently being conducted online / by telephone)

- To work with the Strategy & Performance Team to support work on developing strategy, policy, performance improvement, inspection preparation and preparation of intelligence. The work will involve working as part of a wider project to support the development of a new corporate approach to community engagement, building on best practice from within the council and externally. To research and develop a modern innovative engagement strategy that helps us to reflect the needs and priorities of communities and service users in policy, commissioned services and delivery plans. The work will involve specific strategic project work including literature reviews, research and analysis.

The successful candidate will split their time approximately 50/50 between the two teams. Some work may straddle both teams.

Graduates who join NYCC are expected to:

- achieve the objectives set for them;
- ask for help/clarity where needed;
- develop their knowledge through self-directed study – further research, reading and questions;

Job profile

- fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- work toward becoming professional member/associate where appropriate;
- make the most of the opportunities available within NYCC; and
- demonstrate NYCCs expected behaviours of:
 1. focussing on customers and communities;
 2. taking responsibility;
 3. working together;
 4. acting with integrity
 5. building a culture of continuous improvement and innovation; and
 6. leading by example.

Job profile

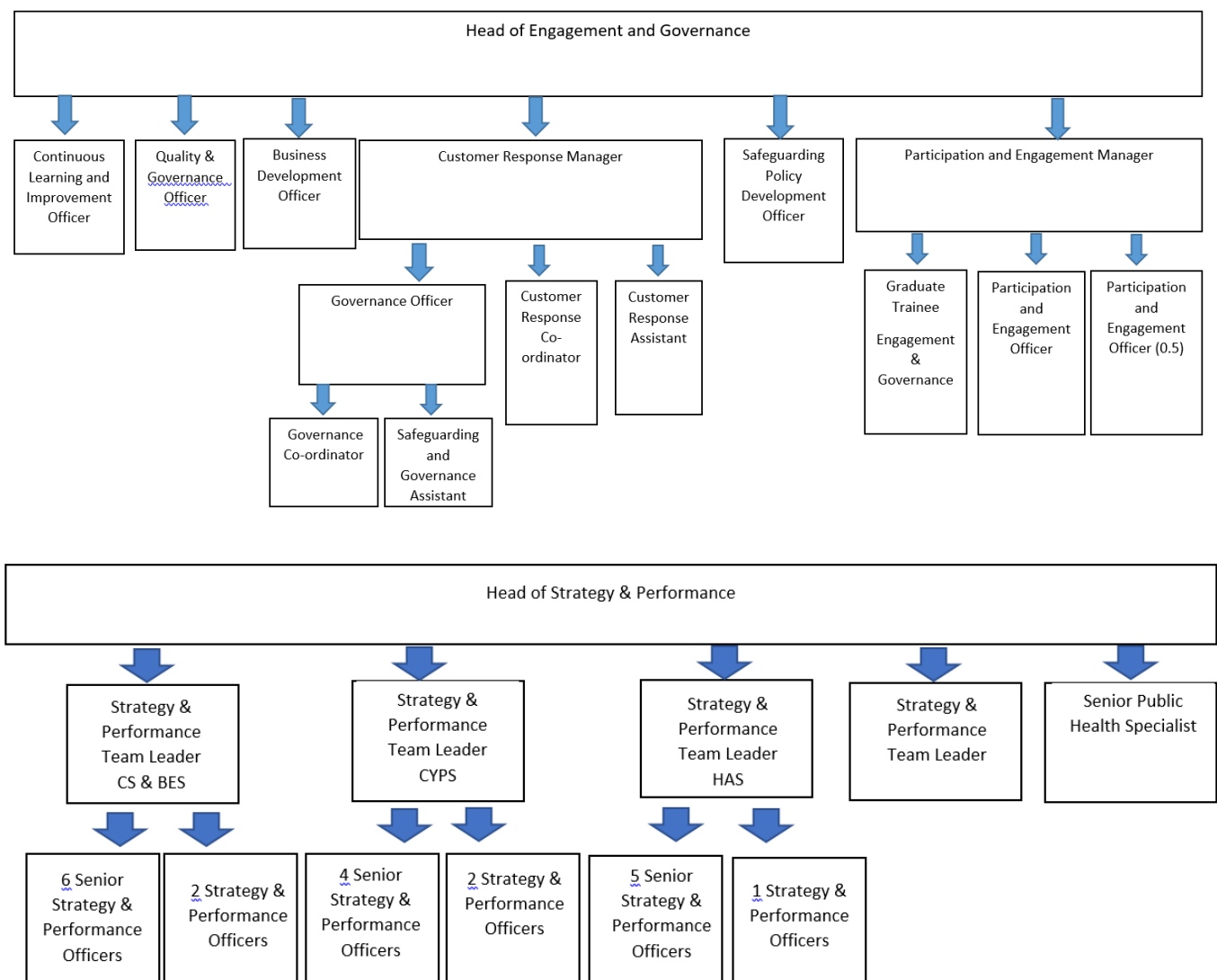
Career progression

- The post is a 21-month development post which can be tailored (within reason) to meet the career aspirations of the postholder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the postholder would take on more independent project work, in the final 9 months they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

Pay progression will be based on performance review at 6 months and then 9 months as follows:

- Months 1-6 spinal point 6, Grade E
- Months 7-12 spinal point 8, Grade F
- Months 13-21 spinal point 13, Grade G

Structure



Job profile

Job Description

Job purpose	Typical graduate placements are required to deliver a range of projects within an area of specialism within the County Council to effectively meet the organisation's needs.
Operational management	<ul style="list-style-type: none"> • Deliver a quality service to internal and/or external customers as required; • Provide a complete 'end to end' service delivery, establishing ownership and closure as needed. • Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area. • Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.
Communications	<ul style="list-style-type: none"> • Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation. • Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.
Partnership / corporate working	<ul style="list-style-type: none"> • Working with staff from across the different services of the County Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives. • Ensure links between the project and stakeholders are developed and maintained to provide an efficient service. • Develop a understanding of the wider role of the County Council
Resource management	<ul style="list-style-type: none"> • Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.
Systems and information	<ul style="list-style-type: none"> • Utilise management information to facilitate achievement of objectives. • Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication. • Adopt new ways of working when new systems are introduced,
Policy and projects	<ul style="list-style-type: none"> • Contribute to policy development, consultation and implementation process. • Support on Directorate and Corporate projects as appropriate with support from relevant service colleagues.

Job profile

Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> Good understanding of how policies/procedures can be applied in practice to result in required outcomes. 	<ul style="list-style-type: none"> Good knowledge of relevant legislation Knowledge of change management processes
Experience <ul style="list-style-type: none"> Experience of project work Experience of managing a busy workload within set deadlines 	<ul style="list-style-type: none"> Experience of working in a corporate and political context
Occupational Skills <ul style="list-style-type: none"> IT skills and ability to interpret and analysis data Communication, presentation and interpersonal skills Problem solving skills and the ability to find innovative solutions Influencing and negotiating skills Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately A coaching based approach to support managers and develop Delivering briefings and training to managers/other staff Flexibility and ability to work with ambiguity 	<ul style="list-style-type: none"> Policy formulation skills Coaching/mentoring Policy implementation skills
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> Education to first degree level Good standard of literacy and numeracy to level 2 or equivalent 	
Other Requirements <ul style="list-style-type: none"> Team worker/collaborative working Self-motivated and commitment to equal opportunities 	<ul style="list-style-type: none"> Some roles will require the ability to travel across the County.
Behaviours	Link