



Job profile

Service and job specific context statement

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| Directorate: | Various across the Council |
| Service: | Various |
| Post title: | Graduate Trainee – Business Development Assistant – Health and Adult Services (Provider Services) |
| Grade: | E, F and G |
| Responsible to: | Business Development Officer Provider Services |
| Staff managed: | None |
| Date of issue: | November 2021 |
| Job family: | P&T - Professional & Technical |

Job context

Health and Adult Services operates as a provider of care services across the whole of North Yorkshire. Operating care homes, supported living, short breaks respite services and Day Centres as well as providing domiciliary care to people in their own homes. These services must operate within NYCC policies and procedures as well as national legal frameworks laid out in legislation such as The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 which contains the parameters by which the independent regulator Care Quality Commissions monitors and inspects our services.

Change in Health & Adult Services Provider Services is rapid, being influenced by both national and local agendas. In light of this it is necessary to constantly review methods of service delivery within operational practice to ensure we provide the best outcomes for the people of North Yorkshire, whilst managing this within the context of significant financial challenge.

This will include maintaining business continuity to ensure that our operating model is safe, and works within current parameters. As well as developing and implementing service improvements. Typically changes will include; organisational structures, changes to operational practice, business processes, technology, culture and ways of working. Affecting services primarily within Provider Services however there may be inter dependencies across the Health and Adult Services Directorate, the Council, as well as partner organisations. Activities may involve working with people who use services, communities, partners, including Health, district councils and private and voluntary sector organisations to deliver services in different ways.

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

- Corporate Induction
- Managers Induction
- Aspiring Managers Programme
- Senior Managers Seminars (led by the Chief Executive)
- Middle Managers 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.



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Job specifics

Under the direction of the Business Development Officer, the post holder will undertake a range of support activities relating to the Directorate's transformation agenda. These activities may include:

- Collect, collate and analyse data
- Support programmes and projects.
- Produce reports
- Research information and services
- Contribute to service re-design
- Practically contribute to restructure implementation.
- **Monitoring bed availability within provider Services**
- **Monitoring property development works and maintenance to ensure completions within agree timescales.**

The post holder may at times be working on more than one project at once and will need to be able to prioritise and balance their own work accordingly.

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;
- 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.



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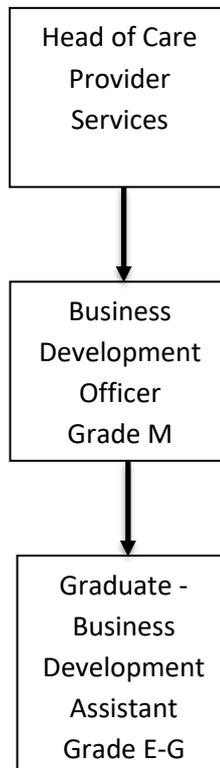
Career progression

- The post is a 2 year 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 second year 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 12 months as follows:

- Months 1-6 spinal point 6, Grade E
- Months 7-12 spinal point 8, Grade F
- Months 13-24 spinal point 13, Grade G

Structure





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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. |
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| 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 an 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. |



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| 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 | <ul style="list-style-type: none"> • |
| 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 |