# JOB DESCRIPTION



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| Job: | Improvement and Development Co-ordinator |
| Department: | Workforce Development and Improvement |
| Location: | All Wales with offices in Cardiff and St Asaph |
| Pay grade: | A2 £21,986 – £25,707 |
| Responsible for: | N/A |
| Reporting to: | Programme and Business Manager |
| Type of contract: | 1 permanent post and 1 fixed term for 12 months |

**Main responsibilities**

* Provide efficient and effective project coordination to identified Workforce Development and Improvement projects, project groups, networks and partnerships.
* Play an active role within the project development and delivery and provide high level administrative support to internal and external meetings involving preparing agendas, co-ordinating papers, producing minutes, and ensuring follow-up actions, as appropriate.
* Collate data and analyse results, providing recommendations and targets for future work objectives and priorities.
* Establish and maintain administrative systems, procedures and databases in accordance with organisational policies and procedures.
* Support colleagues to maintain effective working relationships with stakeholders and provide an efficient support service for practitioners/ employers contacting the organisations to direct/ provide information, advice and resources.
* It is essential that the post-holder can carry out all tasks and responsibilities with equal competence in Welsh and English.

Main Duties:

* Contribute to and coordinate across the directorate project planning and support the implementation and monitoring of projects to achieve agreed outcomes.
* Sharing learning and support to team members and willingness to gain a broad understanding of the social care sector and work of Social Care Wales
* Maintain clear action plans, monitoring of progress against timelines, and reporting of issues and risks to the appropriate member of staff.
* Assist and advise in the drafting and distribution of papers, tenders specifications and project plans
* Co-ordinate and contribute to the production of resources including proof-reading, tone of voice, branding, translation, quality control and dissemination.
* Responsible for the co-ordination of internal and external meetings including arranging venues, making travel and accommodation arrangements, translation and attending and note taking as required.
* Responsible with colleagues for event organisation and where appropriate attendance at events to represent Social Care Wales, distribute information and facilitate workshops as required.
* Monitor and record the ordering, storage and issue of Workforce Development and Improvement resources.
* Carry out business activity in line with current policies and develop and maintain supporting IT processes.
* Develop, review and update Workforce Development content on the Social Care Wales intranet and website.
* Where appropriate provide cover for staff absences in the office.

**General responsibilities**

* Maintain confidentiality when dealing with sensitive, personal or confidential information.
* Promote the effective integration of Social Care Wales values, anti-discriminatory practice, equal opportunities and the Welsh Language Scheme throughout all aspects of work, and place service users at the heart of the agenda.
* Respond proactively to colleagues, participate in team working, work to corporate policies and procedures and contribute to the running of Social Care Wales.
* Promote good working relationships with partners and customers within Wales and other countries in the UK.
* Undertake relevant training and where required assist with the training of others.
* Undertake other duties that may reasonably be requested which are appropriate to the level of the post.

**PERSON SPECIFICATION**

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| Post: | Improvement and Development Co-ordinator |

We expect all our staff embrace and demonstrate behaviour that is in line with our Organisational Values.

**Respect Everyone:** Seeing people as Individuals and treating everyone with dignity and respect

**Professional Approach:** Acting responsibly and appropriately, holding each other to account.

**Always Learning:** Improving ourselves and supporting others to be the best we can be.

**Involve People:** Encourage and enable everyone to work together

|  | **Essential** | **Desirable** |
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| **Qualifications** |  | Degree level education; or equivalent professional qualification; or experience in social care |
| **Knowledge** | Knowledge of the public sector and an understanding of Welsh Government’s role in regards to work of Social Care Wales | Knowledge of (or willingness to learn):   * Implications of Welsh legislation on the work of Social Care Wales * Key stakeholders for Social Care Wales |
| **Experience** | Business administration  Providing administration support at meetings, including taking minutes  Providing high quality administration support to specific SCW staff  Effective time and priority management | Supporting projects and programmes |
| **Skills and Attributes** | Language requirements  Listening and speaking: Able to fulfil all spoken aspects of the post through the medium of English and Welsh.  Reading and understanding: Able to use and interpret information from various sources through the medium of English and Welsh.  Writing: Able to write routine work related material through the medium of English and Welsh  Excellent written communication skills to produce minutes, letters, briefings and emails in a clear and understandable way  Excellent organisational and time management skills with the ability to organise and plan own work, identifying conflicting demands, establishing clear priorities and delivering objectives on time  Attention to detail  Strong emotional intelligence  Proactive and innovative problem solver  Able to work on own initiative and seek guidance when appropriately needed  Able to maintain confidentiality and act with discretion and diplomacy  Ability to develop and maintain excellent working relationships with a range of stakeholders and senior level staff  Commitment to working in line with the Public Sector Values  Using communication to work effectively within a busy team |  |

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**Confidential**

**Application form**

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| Post applied for: |  |

For HR use only:

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| Candidate Reference Number |  |

**Application form Confidential**

This form will need to be photocopied, please type or write clearly in black ink – Please do not remove any of the perforated pages.

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| **Personal details** | | |
| Last name - Mr/Mrs/Ms/Miss | | |
| First Names(s) | | |
| Home Address | | |
| **Telephone No.** | Daytime: | Home: |
|  | Mobile: | e-mail: |

**References**

Please give details of two previous employers to whom we may apply for a reference. One of these must be your present or most recent employer - if applicable.

**References for all shortlisted candidates will be taken up prior to the interview.**

**If you do not want us to contact your referees at this stage please tick the box:**

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| 1. Name: | 2. Name: |
| Job Title: | Job Title |
| Capacity: | Capacity: |
| Address: | Address: |
| Postcode: | Postcode: |
| Telephone: | Telephone: |
| e-mail: | e-mail: |

**Relationships**

Have you any friends or relatives employed by the Social Care Wales? If so, please provide name(s) and relationships with those named:

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**Legal status to work in the UK**

Do you have the legal right to work in the UK? Yes/No

If ‘YES’ but there are conditions attached, for example start or finish dates, please give details:

If ‘NO’ what type of permit do you require?:

**Availability**

Are there any dates during the next two months when you cannot attend for interview?

**Education/qualifications**

Please give name and type of establishment, beginning with Secondary School and list qualifications gained.

| **Establishment** | **Qualifications** |
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**Membership of professional bodies and professional qualifications**

Please give details of your membership of professional bodies and the level of qualification attained.

| **Date** | **Professional Organisation** | **Level of membership attained** |
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**Additional training**

Please detail any further or specialist training undertaken or continuing professional development.

**Employment**

If you are a school/college leaver include details of holiday jobs.

**Present or last employer**

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| Name, address and nature of business: |
| Position held and responsibilities: |
| Dates (Month and Year) From: To: |
| Salary (now or on leaving): |
| Notice Period: |
| Reason for leaving: |

**Previous employers**

Starting with the most recent. Add more rows if necessary.

| **Name and nature of business** | **Position held and responsibilities** | **Duration - months and years** |
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**Person Specification**

Please explain how you meet the following criteria by providing examples from previous experience *(please note: the boxes will expand as you write in them)*

**Essential**

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| Good knowledge of the public sector and an understanding of Welsh Government’s role in regards to work of Social Care Wales |
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| Providing administration support at meetings, including taking minutes |
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| Effective time and priority management |
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| Able to work on own initiative and seek guidance when appropriately needed |
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| Able to maintain confidentiality and act with discretion and diplomacy |
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| Ability to develop and maintain excellent working relationships with a range of stakeholders and senior level staff |
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| Language requirements  Listening and speaking: Able to fulfil all spoken aspects of the post through the medium of English and Welsh.  Reading and understanding: Able to use and interpret information from various sources through the medium of English and Welsh.  Writing: Able to write routine work related material through the medium of English and Welsh |
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**How did you hear about this position?**

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**Declaration**

I confirm that the details of this application and the evidence of competency provided in support of it, are to the best of my knowledge true and accurate; and I consent to Social Care Wales processing, by means of a computer database or otherwise, any information I have provided for the purposes of employment with Social Care Wales.

Signature**:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_