

## Kent County Council

### Job Description: Public Service Operational Delivery Officer

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**Directorate:** Children, Young People and Education

**Unit/Section:** 18+ Care Leavers Service

**Grade:** Entry Level Apprenticeship

**Responsible to:** Service Manager – Transition

#### **Apprenticeship Training Details**

**Name of Apprenticeship Standard:** Public Service Operational Delivery Officer

**Level of Apprenticeship:** Level 3

**Length of Study:** 24 months fixed term post (to start from April 2023)

#### **Purpose of the Job:**

To work as a member of the 18+ Leaving Care Service taking an active project role in the continuing development of the service. Working in collaboration with the Senior Leadership Team of the service to ensure Care Leavers are given a voice about how the service is shaped and delivered. To challenge and improve on the service provided for Care Leavers. To develop new projects and initiatives to help enhance the service for Care Leavers.

#### **Main duties and responsibilities:**

- To support the service with its development and continued improvement by working on projects and initiatives within the service which will include accommodation, education, training and employment, social media and the voice of the Care Leaver. To inform and feedback to senior management, Members and other professionals to improve the service delivered to young people
- To act as a good role model to Children in Care and Care Leavers supporting their positive behaviour, and to have a positive influence on service delivery.
- To support service events such as drop ins, activity days, open days etc working directly with young people to encourage attendance and inclusion in group discussions, activities and other initiatives.
- To take part in representing the county on a local, regional and national level and to attend professional regional groups to feed into the Government agenda.
- To prepare presentations and flyers and to undertake administrative tasks to support the project development of the service, such as photocopying, maintaining and updating records and databases.
- To liaise with the the Participation & Engagement Team with projects and other initiatives.

- To fulfill the criteria of the apprenticeship qualification.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: Public Service Operational Delivery Officer

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of supporting children and young people, at school or on a voluntary basis.</li> <li>• Experience of the care system personally</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Have a keen interest in working with children and young people, and in achieving positive outcomes for them</li> <li>• Have the ability to work well as part of a team as well as being able work using own initiative</li> <li>• Good communication and interpersonal skills that demonstrate the ability to liaise effectively and build good working relationships with staff and young people</li> <li>• Be able to work alongside a wide range of people from different backgrounds</li> <li>• Good time keeping skills</li> <li>• Able to work flexible hours which will, at times include early mornings, evenings, weekend and school holiday working.</li> <li>• The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Awareness of the importance of confidentiality and data security</li> <li>• Basic understanding of how to use IT applications</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b> We are looking to give opportunities to people who share our values, which are:</p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul>