

Kent County Council

Job Description: *Policy Assistant*

Directorate: Adult Social Care and Health

Unit/Section: Business Delivery Unit

Grade: KR 8

Responsible to: Policy and Quality Assurance Manager

Purpose of the Job:

To provide practical, comprehensive, effective and efficient support with co-ordinating the development, implementation, dissemination and monitoring of key aspects of policy and operational guidance.

Main duties and responsibilities:

1. Update and maintain a policy/protocol/practice guidance log on behalf of the service and identify documents which require amendments and make changes as required. Support the development of tools, including forms and templates, associated with policy and guidance. Undertake focus groups as required to support with policy development.
2. Liaise with other parts of the organisation (both strategic and operational), relevant stakeholders and people with lived experience to co-produce and inform the development of policy and practice guidance, as well as undertaking, supporting and contributing to relevant research and analysis of data and information to ensure policies and guidance are current and compliant with legislation and national policies.
3. Develop or support the development of tools, including trackers, forms and templates associated with policies and guidance.
4. Provide regular policy updates to team members and operational and strategic colleagues as required. This will entail using and developing a range of feedback mechanisms, such as writing communications for staff bulletins / Senior Management Team's key messages email, writing short briefing papers, recording bitesize videos / animated videos, producing Microsoft Sway documents and attending meetings.
5. Contribute to the organisation and management of the online platform, Tri.x, where all the policies, protocols and practice guidance documents are kept.

6. Monitor the Policy and Quality Assurance Team shared email inbox – examining trends to disseminate themed “frequently asked questions” to operational colleagues
7. Support with the policy response to complaints and share learning from complaints and Local Government and Social Care Ombudsman related to policy and practice guidance throughout the directorate.
8. Reply to straightforward operational queries received by the Policy and Quality Assurance Team in relation to published policies and practice guidance, including associated forms and templates
9. Respond to ‘Freedom of Information’ requests related to operational policy, fielding complex enquires to colleagues as necessary.
10. Monitor external websites and sources of information to keep up to date with the external environment to identify and brief Policy and Quality Assurance colleagues regarding the potential impact on operational policy and practice guidance.
11. Keep up to date with internal and external developments and respond accordingly

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: *Policy Assistant*

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.

	CRITERIA
QUALIFICATIONS	Educated to A-Level or equivalent standard
EXPERIENCE	<ul style="list-style-type: none"> • Experience in researching and analysing information and data, report writing and presentation of data (both written and verbal). • Experience of communicating and engaging with a wide range of people.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to research and analyse information and demonstrate good understanding. • Excellent written skills in order to produce concise, clear and meaningful reports/presentations/documents. • Excellent interpersonal and organisational skills when working with all levels of staff, elected Members, MPs and external contacts. • Ability to prioritise own workload and track actions for others to ensure deadlines are met. • Able to work flexibly and proactively within a constantly changing environment. • Demonstate a commitment to equalities and the promotion of diversity in all aspects of working. • Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of the services provided by Kent Adult Social Care and Health • Knowledge of applicable legislation, government policies and guidance for delivering Adult Social Care services. • In-depth knowledge and commitment to issues of equality, diversity and anti-discriminatory practice, promoting inclusion. • Knowledge of a range of IT and data systems and applications.

KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>
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