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# **Job Description: Policy Officer**

# Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation’s values and deliver our corporate objectives.

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| **Job Description** | |
| **Job title:** | **Policy Officer** |
| **Service:** | Strategy and Corporate Services |
| **Team:** | Strategy and Performance |
| **Location:** | The Burys, Godalming, Surrey, GU7 1HR |
| **Reporting to:** | Joint Strategy, Performance and Insight Manager |
| **Responsible for:** | N/A |
| **Our Organisational Values** | |
| **Collaboration**  A black background with a black square  Description automatically generated with medium confidence | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| A black background with a black square  Description automatically generated with medium confidence**Wellbeing** | We look after our own and other’s wellbeing. We know it’s okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| **Trusted**  A black background with a black square  Description automatically generated with medium confidence | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| **Value for Money**  A black background with a black square  Description automatically generated with medium confidence | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| **Professionalism**  A black background with a black square  Description automatically generated with medium confidence | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |

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| Principal purpose of the role |
| * To assist and support strategic planning * To assist performance monitoring * To support policy development and implementation |
| Main duties and accountabilities |
| * **Creating policies and strategies:** Support teams across the council to develop and implement robust policies and strategies, which are evidence and data based and include input from key internal and external stakeholders. * **Performance monitoring:** Support improvements to the Council’s performance through performance monitoring, ensuring that data, evidence and insight underpins the process. * **Research:** Conduct research and in-depth analysis on emerging policy issues and change which may affect the Council, providing insightful recommendations that shape changes to service delivery. * **Stakeholder engagement:** Support the development of an engagement strategy and action plan, ensuring that the voice of residents and stakeholders shape council services. This will require close working with all council services to ensure a strategic, joined up approach. * **Service and financial planning:** Work with team members to support the development and implementation of integrated service and financial planning at the Council. * **Strategic planning:** Support the development of the Council’s annual delivery plan, demonstrating key progress against the Council’s Corporate Strategy priorities. * **Internal communications.** Develop and maintain innovative means for internal communications relating to the role of the team, ensuring that staff are aware of the team’s role and the changing local and national policy context. * **Professional development.** Continually seek opportunities for professional growth and development that benefits the team and wider council. Keep well informed of best practice and emerging trends in local and national policy development. * **Values and behaviours.** Uphold and promote the aims of the council’s equality and diversity policies in the course of day-to-day work.   **Business Continuity**   * Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.   **Health and Safety**   * Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required |
| Dimensions of the role |
| * The Council’s Performance Management report is presented on a quarterly basis to the Corporate Leadership Board and Senior Management Team, O&S Committees, and the Council’s Executive which involves coordinating information from officers in teams across the Council. * The Council undertakes service and financial planning, setting out priority tasks, targets and projects, on an annual basis. The postholder is responsible for supporting this process to ensure the plans are prepared in a consistent and timely manner. |
| Areas of Accountability/Problem Solving – Decision Making / Scope for Impact |
| * The postholder may be required to discuss and report progress on performance monitoring and related matters with Councillors, the Corporate Leadership Board and Assistant Directors. * The postholder will support the collection of performance data in a timely manner and clear, accurate presentation to ensure officers and Councillors have the correct data to inform their decision making. |
| Planning/Organising/Controlling |
| * Ensuring reporting deadlines are met |
| Customers and Contacts |
| Internal   * All Waverley staff   External   * Residents * Stakeholders and organisations operating within the borough |
| Service/Team Structure |
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**PERSON SPECIFICATION**

**Candidates must be able to demonstrate, giving examples, all essential criteria marked as A, A/C or A/I within their application form to be shortlisted for this role.**

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|  | Person Specification | | | |
|  | Essential criteria | How Assessed | Desirable criteria | How Assessed |
| Qualifications/ Education / Training / Experience | Educated to degree standard or equivalent | **A** |  |  |
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| **Knowledge /**Technical Skills | Experience-based knowledge of performance management techniques. |  | Direct experience of working in local government. | **A/I** |
| Good practical understanding of Excel and Word. |  | Ability to identify improvements in systems to drive service delivery | A/I |
| Capable of undertaking detailed research work. |  | Awareness of Safeguarding | **A/I** |
| Numerate, precise and a good attention to detail. |  |  |  |
| Communication | Good communicator both written and oral. | **A/I/E** |  |  |
| Ability to present to a wide range of audiences. | **I** |  |  |
| Ability to present complex issues clearly and concisely. | **A/I/E** |  |  |
| Customer Service | Understanding of and commitment to promoting equality and diversity in service delivery and employment. | **I** | The ability to understand the needs of the local community in the current policy context | **A/I** |
| Accurate spoken English is essential for the post | **I** | Evidences examples of initiatives used to improve service delivery | **A/I** |
| Capable of quickly establishing good working relationships with elected members and staff at all levels in the organisationj | **A/I** |  |  |
| Team Working | Exhibits effective team working skills with examples of success of delivering goals with others. | **I** |  |  |
| Creates and promotes a culture of performance management and continuous improvement. | **A/I** |  |  |
| Managing self and others | Ability to deal with conflicting priorities and ‘multi-task’. | **I** |  |  |
| Demonstrates track record of meeting required standards of performance  And own targets. | **A/I** |  |  |
| Can do approach / Achieving results | Prepared to constructively challenge existing practices and procedures to achieve better performance. | **A/I** |  |  |
| Evidence of flexibility, adaptability and responsiveness to changing needs and circumstances. | **A/I** |  |  |
| Demonstrates commitment to delivering  high quality results. | **A/I** |  |  |
| ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST\* | For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. | **A** |  |  |
| Able to attend evening meetings. | **I** |  |  |
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\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

**How assesed:**

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check

E = Exercise

I = Interview

M = Medical assessment

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| For Official Use only | | | |
| **Job title:** | Policy Officer | **Post no:** |  |
| **Service:** | Strategy and Corporate Services | **JE score:** | 323 |
| **Team:** | Strategy and Performance | **Pay band:** | 7 |
| **Location:** | The Burys  Godalming,  Surrey GU7 1HR | **Position type:**  (if part time, working pattern) | Full time  37 Hours/ Five day week |
| **Competencies:**  **(level 1 – 4)** | **Communication:** | **2** |  |
| **Customer Service:** | **2** |
| **Team Working:** | **2** |
| **Managing Self and Others:** | **2** |
| **Can do approach/Results:** | **2** |

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| Reviewed By: |  | Date: |  |
| Checked in: | HR | Date: |  |
| Last Updated: | Add date | Date: |  |