



GUILDFORD
B O R O U G H

Senior Policy Officer & Policy Officer



Job Title	Senior Policy Officer Policy Officer
Service Area	Planning Policy
Grade	Senior Policy Officer – Grade 8 Policy Officer L3 – Grade 7 Policy Officer L2 – Grade 6 Policy Officer L1 – Grade 5
Job Reference	FG19 SD21

Role	Reporting to	Responsible for
Senior Policy Officer	Policy Lead	Policy Officers
Policy Officer	Policy Lead Senior Policy Officers	N/A

Team Purpose
To articulate the council's priorities and communicate them effectively to key stakeholders, owning the corporate approach to monitoring performance.

Role Purpose
<p>To provide expert guidance and support on the development and delivery of the Corporate Plan through programmes, projects, services and partnerships by commissioning and working collaboratively with other parts of the council and key partners.</p> <p>To focus on the needs of residents and the borough and the aspirations of councillors and to turn this in to robust, evidence based, outcome focused Corporate Plan, Local Plan and associated strategies, plans and policies.</p> <p>To develop robust, evidence based, strategies and policies for all areas of the council based on the Corporate Plan. To gather data and evidence across the borough to inform strategic initiatives. Draft and present reports to SMT, members and committees detailing strategic proposals and reviews. Monitor and review strategic initiatives to ensure they are achieving council priorities.</p>



Key Accountabilities

All levels:

- Strategic Planning
- Corporate Planning
- Organisational and Budget alignment to priorities
- Strategy reviews
- Local Plan
- Corporate Risk Management
- Policy Development
- Engagement of the appropriate elements of the Council in discharging the above

Level 1:

- Deliver customer-focused specialist advice and services for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Manage complex or contentious applications, cases and inspections that will require an understanding of one specialist area, processes and compliance, regulations and legislation, acting as the single point of contact for customers on those cases, attending court as appropriate
- Ensure personal, professional development is maintained to the required standards
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles
- Acting as member of corporate or community project teams - providing specialist advice and input
- Owning relationships on behalf of the council relevant to day-to-day delivery of services or projects

Level 2 (in addition to the above):

- Support, guide and advise multi-skilled service delivery teams (Customer and Case Management) on less complex cases related to the specialism
- Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with members, partners, other stakeholders
- Being accountable for a range of more complex cases, ensuring satisfactory resolution that will require a good understanding of specialist area, processes and compliance, regulations and legislation.
- Undertake a range of more complex cases that will require good understanding of specialist area, processes and compliance, regulations and legislation
- Owning key professional and technical stakeholder relationships on behalf of the council relevant to day-to-day delivery of services or projects

Level 3 (in addition to the above):

- Being accountable for a broader range of more complex cases, ensuring satisfactory resolution that will require a very good understanding of specialist area, processes and compliance, regulations and legislation.
- Identify and manage risks within specialist area.
- Undertake specific projects as directed and work closely with Senior Policy Officers and other units across the council.



Senior Policy officer (in addition to the above):

- Have a deep understanding of more than one specialist area, enabling resolution of a broader range of more complex cases, applications and inspections and providing resilience and flexibility within the specialist team
- Provide functional leadership for a team of specialists ensuring the provision of professional services that meet customer needs
- Prepare and present reports to council committees and other internal and external meetings
- Assisting the development of the community of practice across the organisation including mentoring staff in order to improve delivery of the specialism and support career development.

Key Objectives

Working with customers	Working closely with colleagues and stakeholders to support, commission and develop strategic initiatives and policies. Working with colleagues to improve customer service and highlight opportunities for empowering customers further.
Working towards the Corporate Plan	Monitoring and reporting progress on the delivery of the objectives of the Corporate Plan.
Knowledge of services	Excellent understanding of strategy and services across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Strong IT skills and ability to learn new systems quickly and effectively.

Specific Tasks

Case management skills	Understanding and supporting the case management approach across the council
Team work and working with others	Working collaboratively with other specialists across teams and collaborating on strategy, corporate projects and managing key relationships with customers across the council and other stakeholders as appropriate.
Enquiries, reports and service requests	Providing internal and external advice on the specialist area. Developing and maintaining relationships with key stakeholders and partners. Providing advice and input on specialist area(s) to commissioning and contract management. Prepare and present reports to council committees or other internal or external meetings as required.



Specific Tasks	
Processing and administration	Where appropriate, accurately update all relevant information systems, both customer and back office ensuring that the "golden customer record" is maintained through verification and validation and in accordance with Data Protection principles.
Ability to support corporate projects	<p>Specifying projects that deliver corporate objectives. Acting as a key member of corporate or community project team, providing project/ change management expertise.</p> <p>Developing and managing council policies including responding to emerging legislation, best practice and guidance ensuring continuous development and improvement in services. Contributing to strategy, performance and quality control and service / financial planning for specialist areas.</p>
Strategy and policy	Provide specialist advice and input to corporate strategy and policy and corporate programmes as required.
Performance	Contribute to the development of performance and quality control KPI's.

Qualifications
<p>Level 1 Educated to A' level standard/NVQ 3 and/or experience in working in specialist area. Degree in a relevant subject (desirable).</p> <p>Level 2 Educated to A' level standard/NVQ 3 and/or experience in working in specialist area. Degree in a relevant subject (desirable).</p> <p>Level 3 Degree / relevant qualification and/or extensive work experience in specialist area. Working towards professional qualification.</p> <p>Senior Policy Officer Degree / relevant qualification with extensive work experience in specialist area and professional qualification.</p>



Knowledge, Skills and Experience

Highly developed working knowledge of practices / methodologies of several specialist areas: Planning, Strategic Planning, Corporate Planning, Business Planning or Policy Development. Working knowledge of legislation and developments in several specialist areas. Skills, knowledge and experience in information analysis and presentation and communication of complex information.

Specialist Knowledge

In-depth understanding of Planning and / or Strategic Planning, Corporate Planning, Business Planning or Policy Development.

Special Requirements

Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

Standard Terms

1. To comply with appropriate legislation, service and council policies.
2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.
3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.
4. To support the council's equalities and diversity policies.
5. To operate within the council's IT policies and data protection rules and regulations.
6. To operate within the council's financial regulations.
7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.
8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.
9. Any other reasonable duties as may be required from time to time



Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Guildford behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Embraces Change	Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.
Innovation and creative thinking	Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively
Effective communication	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.
Customer focus	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
Problem solving & decision making	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.
Focus on efficiency	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.
Performance and learning	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
Team working	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
Builds relationships	Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.
Commitment to the organisation	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date: