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| **Role Title** | **Senior Policy Officer** |
| **Job Family** | **Deputy Chief Executive’s Directorate (DCED)** |
| **Competency Level** | **Principal Officer/Manager** |
| **Pay Scale** | **PO6** |
| **Purpose** | |
| This is a fast-paced role working across all council services and activities, in a dynamic and influential team. The successful applicant will have a positive, can-do approach to supporting the council in delivering key priorities for Waltham Forest.   * Lead on the design and development of evidence-based strategy and policy using participatory methods to involve a range of stakeholders * Oversee the implementation and delivery of a wide range of projects, programmes and strategies, ensuring consistently high outputs * Provide high quality policy advice, support and guidance to senior officers, Cabinet, and council members.   We are recruiting for two positions: one position will sit within the Strategy and Design team and the other in the Change team. | |
| **Generic Accountabilities** | **End Results/Outcomes** |
| Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  Service delivers excellent customer service. |
| Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations. | Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.  Responses to major corporate or partner initiatives / complex operational issues are managed effectively.  Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.  The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales.  Regular supervision is undertaken and clear objectives set and monitored through the Council’s Appraisal process. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Budgets are planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| **Job-specific Accountabilities** | **End Results/Outcomes** |
| Provide high quality policy advice, support and guidance to senior officers, Cabinet, and council members. | * High-quality advice provided to Leader, Cabinet, senior officers and scrutiny committees to inform Council policy and decisions across all services areas. * Alignment of activity between Cabinet, Senior Officers and Heads of Service, to ensure priorities of the council are being implemented. * A data- and evidence-led approach is adopted to deliver strong and consistent overview and advice. |
| Monitor wider policy developments of relevance to the council and identify their implications and our responses. | * Cabinet and Council members are informed of relevant policy developments from Government, London Mayor or other bodies, through horizon scanning, data analysis and briefings. * Positions of key stakeholders at local, regional and national level are understood. * Good relationships are developed with key agencies, government departments and think tanks to ensure the Council is at the forefront of public policymaking. * High quality responses drafted to key regional and national government consultations, including government agencies. |
| Lead on the development of cross-cutting strategy and policy through pro-active research, consultation and analysis. | * High level objectives are translated into new policies and strategies to deliver key council priorities. * Future trends and political developments that may impact on the Council and its partners are identified. * Briefing materials and reports for internal and external dissemination are produced to a high standard using strong evidence. * Research is carried out to a high standard using available resources to develop bespoke policies and strategies which deliver outcomes for Waltham Forest residents. * External networks are developed for the purpose of bringing best practice and innovation into the organisation. |
| Use diverse participatory methods to involve a range of stakeholders in the development of strategies and policies. | * All strategy and policy development has a strong evidence base and is driven by qualitative and quantitative research/consultation. * A range of stakeholders, both internal and external, are collaborated with to bring evidence and learnings together. * Research is designed and delivered in an inclusive way to ensure all resident voices are heard. |
| Oversee the implementation and delivery of projects, programmes and strategies. | * Projects and programmes are managed to a high quality, on-time and with strong stakeholder management. * High quality outputs are consistently delivered that contribute to key strategic priorities and outcomes * Able to effectively respond to tight timescales and changing priorities |
| Work closely with the Council’s Leadership Office to effectively design and deliver the priorities of the organisation and administration. | * Strong relationships are built and governance arrangements in place to enable collaborative working. * Both teams are aligned on priorities and direction of travel. * Senior officers, Cabinet and Members receive first-class policy and strategy support across priority areas. |
| Actively contribute to the successful delivery of the vision for the DCE Directorate and the wider organisation, working collaboratively with colleagues to continuously innovate the service. | * Excellent relationships with peers that promote collaborative and integrated working are built and sustained across the council. * Creativity, innovation and partnership is fostered in the development of corporate policy |
| ***Nature of Contacts*** | |
| Frequent contact with Heads of Service, Directors and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.  Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.  High levels of tact, sensitivity and diplomacy is required. | |
| **Procedural Context** | |
| Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.  Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.  Occasionally the post will be expected to work from other locations.  Depending on the eventual post, you will report to to either the Head of Strategy and Change (Change team) or the Strategy and Policy Manager (Strategy and Design team).  Both posts are available on a 12-month secondment (for internal candidates) or fixed term contract basis (for external candidates) | |
| **Key Facts and Figures** | |
| Role is based in Waltham Forest Town Hall Campus.  Responsible for ensuring contractors / providers deliver to agreed standards.  May lead project teams of both internal staff and external contractors / consultants | |

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| **Resourcing** |
| Budget Responsibilities: Managing budgets for individual projects and programmes of work  Supervisory Responsibilities: Managing graduate placements that are within the team plus matrix management of other staff for individual project purposes |

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| **Knowledge, Skills and Experience** |
| Essential:   * Excellent written and oral communication skills, able to put together and deliver high-quality briefings and presentations at short notice. * The ability to work creatively, collaboratively and positively to find solutions to problems. * Robust, resilient, highly motivated and not easily discouraged. * Ability to work with agility in a pressurised political environment. * Confident in building relationships, influence and engage successfully with politicians, senior managers, colleagues and partners in politically sensitive situations. * Excellent time management skills and the ability to manage a complex workload, prioritising tasks and thriving as priorities change. * Excellent research, analysis, interpretation and evaluation skills. * Significant experience or relevant skills for working in policy development in central, local government, public body or think tank, including providing high level advice to politicians or senior leaders. * Good ICT skills.   Desirable:   * Excellent experience of writing reports, briefings and other high level communications to a high standard. * Excellent organisational and project management skills and experience of managing large, complex projects. * Understanding of political structures, processes and the civil service. * Experience of collaborative policy development e.g. with think tanks and/or campaigning organisations. * Knowledge of the workings of local government and the national and political environments. |
| **Indicative qualifications** |
| Educated to degree level or equivalent standard |
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The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.