Updated October24

Job Summary

Post Title	AH Strategy & Governance Officer	**Pay Grade**	Grade 6
Directorate **Service Area**	Adults & Health / Strategy, Improvement & Community Support	**Line Manager**	AH Strategy & Partnerships Lead
Post Number/s (Mandatory for existing posts, If multiple posts state all)	N/A	**If existing post is the post title changing? If yes state both**	N/A
JE/GAR reference number (Mandatory for existing posts)	N/A	**Work Location**	Walton Street / Gateway
Work style	Any Desk	**Job Family & Role Profile**	OSP06O
DBS Check Required?	No		
Politically Restricted Post?	No		

Job Purpose and Job Context

The AH Strategy & Governance Officer plays a key role in supporting effective governance, assurance, strategy development, partnership working and business management across Adults & Health.

The postholder coordinates core governance processes, including trackers, statutory returns and reporting requirements, ensuring accurate and timely information is available to support oversight, compliance and decision-making. Working closely with services across the directorate, the role provides practical support and advice to strengthen governance arrangements, resolve issues and improve delivery.

The postholder also contributes to CQC-related activity and leads or supports improvement work linked to governance and wider directorate priorities.

Main Responsibilities and Duties

General Responsibilities

- Deliver strategy and governance activity to meet established operational targets and organisational requirements, through the effective performance of a range of skilled and complex activities. Specialist procedures are completed to time and standards required. Customer expectations are managed and met within service level agreements / policy standards.
- Contribute proactively to the development, implementation, maintenance and management of complex systems, policies, procedures and standards relating to strategy and governance, in response to either internal or external

drivers. Identify and recommend changes to systems, policies and / or procedures. Approved changes are designed and developed. Contribute to testing of all updates, amendments, developments prior to delivery. Customers receive prompt, accurate policy and / or procedural updates.

- Research, process, and evaluate information, data and feedback to support business requirements. Trends, issues and options are identified and prioritised. Translate outputs into advisory reports / documents / actions as appropriate. Reports and plans are reviewed regularly as required. Factually based conclusions and recommendations are made to support oversight, assurance and decision making. Compliance by others is monitored and supported effectively – for example, compliance with regular risk reporting.
- Interpret complex policy and procedural issues relating to strategy and governance. Respond to customer issues relating to strategy and governance and manage through to satisfactory conclusion or escalate as appropriate. Proactively identify areas of potential concern. Provide advice / information, interpretation, recommendations and support on the full range of technical / professional issues within the area of responsibility based on up to date specialist knowledge and analysis / evaluation of information. Policy is accurately and appropriately applied. Risk to the Council is minimised.
- Work closely with stakeholders to clarify changing business requirements. Identify, recommend and support the development and delivery of improvements. Business requirements are identified and documented. Improvement opportunities are identified and recommended. Agreed improvements are developed and delivered effectively.
- Lead specialist projects or improvement programmes or contribute to larger projects as part of a team. Projects are delivered to agreed specification, timescales and budgets. Government agenda requirements are met.
- Develop good working relationships and communicate effectively with internal partners and stakeholders. Represent specialist area internally, maintaining or enhancing the services work area's reputation. Support partnership working as required, ensuring stakeholders are engaged with activity relevant to them.
- Contribute to service, project and / or business plans as required. Input is provided to wider service planning, improvement and development activities.
- Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.

Nature of contacts and influence

- Diverse internal (up to Director level) and external contacts, to provide advice, guidance and support on complex issues relating to strategy and governance.
- Build effective relationships with all internal and external stakeholders.
- Handle challenging customer / stakeholder feedback or situations which may involve significant persuasion and influencing skills.
- Deal with people at all levels confidently, sensitively and diplomatically.

Problem Solving

- Specialist knowledge of relevant policies, procedures, regulations, codes of practice and required outputs. Aware of service areas current and future priorities and a working knowledge of other relevant Council areas.
- Research, analysis and interpretation of specialised complex information to generate ideas and formulate / source solutions.
- Work within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within boundary of well-defined policies and procedures.
- Deliver a specialist service and support initiatives, projects and improvement programmes within the service area.
- Assist others to understand changes and developments relating to strategy and governance and learn new processes / procedures.

Mandatory Obligations

- Safeguarding - Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Behaviours and actions support the safeguarding of children, young people or vulnerable adults as appropriate.
- Exceptional Circumstances - Provide support which is reasonable regarding both the job and the job holder's circumstances to a corporate response in exceptional circumstances.
- Health & Safety - Carry out all duties and responsibilities with reasonable care for the health and safety

of ourselves and others and report any potential hazards or unsafe practices to the line manager.

Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. *(e.g., BCC, AVDC, WDC or CSB)* N/A
- How many indirect reports does this job have in its reporting line? N/A

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	Planning the coordination of statutory annual returns to set deadlines. Contributing to the delivery of strategic initiatives such as events and engagement campaigns.
1 year	✓	Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to support the development and delivery of the service. Contribute to service, project and / or business plans as required. Input is provided to wider service planning, improvement and development activities relating to strategy and governance Contribute to long term planning, for example the development of annual action plans to deliver strategic goals.
3-5 years		

Values and Behaviours

At Buckinghamshire Council, our organisational values and Behaviours are central to our workplace culture. They form the basis of how we work with each other, and how we deliver our services to customers and communities in Buckinghamshire. We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

Self-Development and Support

Participate in self-development and the performance management review process, in order to improve performance at work. Contribute to the development of others (e.g. through sharing knowledge and skills acting as a coach or mentor

or providing feedback).

Diversity, Inclusion and Wellbeing
Buckinghamshire Council is a diverse and inclusive organisation that cares about its people; giving everyone the chance to make a positive impact to those around them. It is everyone's responsibility to maintain actively support this culture by showing respect for one another and by ensuring the wellbeing of themselves and their colleagues. Visit the Council's intranet site to find out more about diversity, inclusion and wellbeing.

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience *(taken from role profile to complete)*	**Job Specific Examples**	**Essential**	**Desirable**
Relevant experience within a large organisation, delivering similar services, with evidence of specialist knowledge and work responsibilities appropriate to the role.	Experience of coordinating governance, assurance or business management activity within a large public sector, health or social care organisation, including maintaining trackers, supporting reporting cycles and helping services meet corporate requirements. Good written communication skills and ability to communicate effectively with different audiences.	**Y**	
Authoritative knowledge of relevant systems, policies, regulations professional guidelines, legislation and understanding of emerging developments within the specialist area.	Understanding of internal governance, assurance and reporting processes including how information, actions and evidence are co-ordinated to support oversight, compliance and timely decision-making	**Y**	
Knowledge and experience of contributing to the development of policies, procedures and practices.	Contributing to the improvement of governance processes, templates, guidance or reporting arrangements to help services meet directorate and corporate requirements more consistently	**Y**	
Awareness of wider sector / external influences.	Awareness of the adult social care and wider health and care context, including regulatory, policy and assurance developments that affect governance, compliance and service reporting	**Y**	
Excellent ICT skills including Microsoft applications and specialist systems.	Experience of using Microsoft 365 tools, including Excel, Word, Outlook, Teams and SharePoint, to manage information, maintain trackers, support reporting processes and produce accurate governance documentation; experience of using specialist systems for risk or assurance activity	**Y**	
Well-developed interpersonal, persuasion and	Ability to build effective working	**Y**	

negotiation skills to build relationships and influence the stakeholder community.	relationships with officers, managers and corporate colleagues to secure timely information, follow up actions and support compliance with agreed governance processes		
Proven ability to explain technical / specialist information in a way which a non-specialist can understand.	Ability to explain governance, reporting and assurance requirements clearly to operational teams, so that services understand what is needed, why it matters and what actions are required	**Y**	
Proven initiative and judgement to research, identify and resolve problems	Ability to identify gaps, inconsistencies or delays in governance and reporting processes, work with colleagues to resolve issues and escalate risks or concerns where appropriate. Good analytical skills to interpret and evaluate information, and understand key issues and trends.	**Y**	
Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.	Ability to manage changing deadlines and competing priorities, for example where corporate returns, assurance requests or directorate reporting requirements arise at short notice	**Y**	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.	Ability to plan and co-ordinate a varied workload across recurring governance activity, statutory returns, reporting deadlines and improvement tasks, working with multiple services to ensure deadlines are met	**Y**	
Experience or training sufficient to ensure budget / resource monitoring is completed accurately.	Understanding of financial and resource processes sufficient to support accurate monitoring of spend, purchase requests or project-related activity where required	**Y**	
Experience of managing projects, which impact the area of specialism.	Experience of co-ordinating small-scale projects or improvement activity linked to governance and business management, for example improving reporting arrangements, supporting statutory return processes or implementing revised templates and trackers	**Y**	
Qualifications ***(taken from role profile to complete)***		**Essential**	**Desirable**
Educated to degree level or equivalent standard.		Y	
Relevant professional qualification - or working towards this.		Y	
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role			**Y**
Where the role is customer-facing and the post holder is required to speak to members of		**Y**	

the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	**Y**

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.