



## Job Description

### Senior Information Officer

Job Details	
<b>Grade</b>	4
<b>Number of Posts</b>	1
<b>Department</b>	Quality Assurance
<b>Reporting to</b>	Information Manager

#### Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trust's objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

#### **Our Vision:**

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.



- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

**Our Values:**

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

**Key Responsibilities**

Working in a Team to deliver information management service and promote the welfare of children, young people and families.

To provide a professional information management service to Children, Young People and Families, meeting established legislative requirements.

To ensure the delivery of effective partnership working with all key stakeholders taking the designated and appropriate lead on information management strands to secure and raise outcomes for Children, Young People and Families.

**Performance measures**

To ensure delivery against the trust's performance targets.

Children are evidently supported and their outcomes met through evidence.

Information management is gained and shared to support and meet the assessed needs of Children and Young People.

**Key Responsibilities**

- To be responsible for a work strand allocated by an Information Manager.
- To develop effective working partnerships with service areas supporting children, young people and their families.
- To be accountable for the delivery of an information management work-strand supporting a strategic theme.
- To work to the agreed quality standard for the service.



- To manage all aspects of customer care.
- To manage, prioritise and undertake the allocated supervision as required by the Information Manager.
- To extract and deliver management information using the systems of the Directorate.
- To liaise and work with other services and agencies in an integrated way to achieve optimal outcomes for children and young people.
- To participate in the regular collection, collation and supporting of appropriate performance management information which meets the needs of the service.
- To participate in regular supervision, My Appraisal, team meetings and service review / development meeting as required.
- To utilise and manage HR processes where required and when appropriate.
- To support evidence based practice when working with children, young people and families.
- To use all recording systems as procedures require.

### Functions

To oversee a specific work-strand within one of the key strategic themes:

- Promotion and enhancement of a knowledge sharing culture within the directorate
- Enablement of the capture and use of Children's Services data to support effective and efficient knowledge use, sharing and transfer
- Ownership and governance of Children's Services IT Systems and data
- Responsible for the lifecycle management of Children's Services data
- Project management of changes to Children's Services IT systems recording services to children and young people

### Details

Oversee a specific work-strand located within a strategic IM theme that contributes:

- To the promotion and enhancement of a knowledge sharing culture within the directorate
- The enablement and capture of Children's Services data to support effective and efficient knowledge use, sharing and transfer
- Ownership and governance of Children's Services IT Systems and data
- Responsible for the lifecycle management of Children's Services data
- Project management of changes to Children's Services IT systems recording services to children and young people

**Key Facts** - You will receive supervision a minimum of ten times a year and you will be required to contribute to your annual appraisal.



## Standards

Children Services had a set of standards which every member of staff is expected to adapt and operate continuous improvement is a team effort:

- Our primary consideration at all times is our children and their best interests
- The views of our children are actively sought and used to inform our work
- We work in partnership with parents and carers actively seeking their views enabling them to achieve optimum outcomes for their children.
- We work in partnership and engage with community networks and other agencies to achieve optimum outcomes for our children.
- We work within the legislative framework and make best use of evidence and research to support best practice.
- We ensure that all our work with children, young people, parents, families and carers, consistently promotes equality of access and opportunity, social inclusion and addresses the impact of prejudice and discrimination
- We ensure our records and reports are accurate, complete, accessible, up-to-date, and demonstrate the decision making process
- In order to achieve the best possible outcomes for our children and young people, our workforce is accountable, effectively managed, supervised and supported
- Customer care is a theme that runs through all our practice
- Continuous improvement in all our services is of paramount importance and we use the views, comments and complaints of our children, young people and family and all with vested interest to actively inform those improvements

## Key Information

Is a Safeguarding Check needed?

Dropdown Options:

**Not Required**

Or

	Children	Adults	Children and Adults
Basic			
Enhanced			

Will this position have Line Manager Responsibility?

Dropdown Options:

No



## Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	ESSENTIAL	Method of Assessment (M.O.A)
Experience	A professional qualification or equivalent (including relevant experience) covering Digital, Information Management and Business Analysis skills with evidence of continuous professional development	AF/Q
Experience	Understands the knowledge of the strategic theme in which the team is located.	I
Experience	Good understanding of social care case management systems.	I
Experience	Experience of working in a team that supports the development, maintenance, evaluation and re-view of systems and supporting tools to support the data requirements of a large and complex organisation	AF/I
Experience	Experience of data analysis, including an understanding of databases and datasets	AF/E
Experience	Report writing and analysis using appropriate tools	AF/E/I
Experience	Supporting quality and improvement processes	AF/I
Experience	A sound knowledge of data quality principles and standards and how to apply them	AF/I
Experience	Supporting the management of data collections and data	AF



	provision via reports/scorecards to a high standard and to a tight deadline	
Experience	Extensive experience working in an information/IT role.	AF
Skill and Abilities	Ability to effectively plan and manage a diverse workload to ensure that professional standards are consistently met. To have a methodical approach in ensuring accurate records are maintained and are accessible.	I
Skill and Abilities	Successfully builds and maintains effective relationships with colleagues, external agencies, children and their families and carers - demonstrating effective interpersonal skills in dealing with people from a wide range of backgrounds	I
Skill and Abilities	Successfully persuades and influences on issues of complexity and sensitivity. Listens well	I
Skill and Abilities	Communicates effectively both verbally and in writing, adopting style to meet the varying needs of audience concerned	AF/E
Skill and Abilities	Excellent interpersonal skills, including the ability to work with others to solve problems and liaise with a range of agencies	AF/I
Skill and Abilities	Ability to understand and interpret complex written reports and policy documents	I
Skill and Abilities	Competence in the use of information technology, apply new technology to embrace technological changes and develop the skills necessary to	E/I



	apply it	
Skill and Abilities	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by <b>Part 7 of the Immigration Act 2016</b>	I
Training	Willingness to undertake relevant training in order to comply with the requirements of the post	I
Other	Actively seeks to safeguard children, drawing on knowledge and sound judgement to protect children from harm and ensuring appropriate and timely action is taken when necessary. Works collaboratively with colleagues and other agencies to achieve this aim	I
Other	An awareness of how social and health issues impact on family functioning	I
Other	Shows respect and understanding of diversity and values individual difference. Treats all people fairly and appropriately regardless of race religious, belief, gender, age, disability, sexual orientation, appearance or position.	I
Other	Proactively seeks to reduce health and other inequalities of disadvantaged groups and acts to raise awareness of the benefits of diversity and build active commitment to ensure equality of opportunity	I

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.