



# Role Profile

SWIFT REPLACEMENT DEVELOPMENT ASSISTANT			
Reference No.	A4958	Type	Individual
Service	Social Work, Resources		
Job Family	Para-Professional 4	Grade	FC6

Purpose
To provide specialist business support that helps drive service delivery, performance improvement and excellence across Fife Council.
To manage and maintain key sources of information and data relating to service and corporate systems, projects and approaches.
To work with other HSCP staff to carry out agreed tasks and roles which support the effective delivery of service and improvement activities.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing expert advice and guidance to managers on: <ul style="list-style-type: none"> <li>• planning</li> <li>• programme management</li> <li>• project management</li> <li>• performance management</li> <li>• quality</li> <li>• improvement</li> <li>• process management</li> </ul>	Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent or equivalent experience in related discipline  Green belt or equivalent in LEAN  PRINCE 2  MSP	✓       	✓  ✓  ✓

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	Qualified in numerate or research related disciplines		✓	
Assisting in day-to-day provision and management of services including responding to client enquiries, monitoring and maintenance.	Experience of working in a performance, planning, quality or improvement environment	✓		
Providing on the job training for new start, trainees and where required colleagues in other services.	Experience of delivering training	✓		
Facilitating training workshops for project teams across the organisation.	Experience of facilitating workshops	✓		
Supporting SWIFT Development Support Assistants to deal with more complex issues and recommending appropriate solutions.	Experience of providing advice and support	✓		
Contributing to the development and maintenance of improvement projects and systems.	Experience of using a variety of management information systems	✓		
Taking responsibility for agreed elements of work, for example: <ul style="list-style-type: none"> <li>• delivering agreed services in line with relevant standards and deadlines</li> <li>• taking a lead on the implementation of improvement activities</li> <li>• supporting, maintaining and updating project and work plans</li> <li>• maintaining project files and other information</li> <li>• taking the lead on the analysis and interpretation of information</li> <li>• maintaining spreadsheets and performance systems</li> <li>• producing and maintaining of publicity and communication materials</li> <li>• developing and delivering training materials and presentations</li> <li>• liaising with and co-ordination of user groups</li> <li>• liaising with admin teams</li> <li>• monitoring and evaluating activities</li> <li>• monitoring, tracking and reporting on project spend.</li> </ul>	Excellent customer service skills and approach across all areas of work	✓		
	Presentation skills	✓		
	Team working skills	✓		
	Enthusiasm and flexibility	✓		
	Communication skills	✓		
	Creativity and Innovation skills	✓		
	Experience of working with performance information systems, Data reporting and analysis tools			✓
	Experience of supporting course design and delivery			✓
	Microsoft Excel skills	✓		

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	Experience of using Geographic Information Systems		✓
	Analytical skills	✓	
Contributing to internal meetings, including team meetings and project meetings.	Ability to travel to and work from various locations throughout and out with Fife	✓	
Liaising with, advising, guiding and persuading services, services, corporate groups and external bodies in relation to agreed work areas and outcomes.	Knowledge of public sector environment		✓
Contributing to the development of Community and Corporate Development Plan.	Research skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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### Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.