

## POLICY OFFICER (2)

Reference No.	1105.01	Type	Individual
Service	Communities and Neighbourhoods		
Job Family	Professional 2	Grade	FC8

### Purpose

To lead work with Council Services and Community Planning Partners in developing, implementing and evaluating policy to deliver and improve community planning and Council outcomes.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Advising and challenging Services, Customers and Councillors on how to manage and deliver policy and services by identifying, planning and developing approaches, policies and systems.	<p>Educated to SCQF level 9 which includes a Degree or equivalent</p> <p>Relevant policy experience</p> <p>Risk management experience</p> <p>Significant experience of working in a policy or organisational improvement/change management capacity within business change management disciplines</p> <p>Qualified in a numerate or statistical discipline</p> <p>Customer Service/care skills (Focus on customers - See 'How We Work Matters' Framework)</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>

## Role Profile

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Managing and communicating information and policy effectively so that clients are kept up to date with internal and external developments.	Communication skills  Interpersonal skills	✓  ✓	
Identifying and managing a range of policy projects and activities within areas of service delivery in line with agreed standards and deadlines. Maintaining and updating work, project, and programme plans.	Ability to balance effective work programming, meeting deadlines and monitoring with flexibility in reacting to urgent work and changing priorities (Deliver results)  Time management skills  Prioritisation skills  Ability to operate effectively while under pressure and cope with uncertainty (Take ownership)	✓  ✓  ✓  ✓	
Maintaining and updating work, project, and programme plans.	Experience of working within a project and/or programme environment  Project management skills  Experience of projects involved with the introduction of new technologies, systems and new ways of working	✓     	  ✓  ✓

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Managing policy evaluation activities. Identifying and managing policy improvement activities.	Experience of policy improvement methodologies such as process mapping, service planning and performance reporting, policy development and evaluation	✓	
Collecting, analysing and interpreting research, performance, management, risk and other information.	IT skills, e.g. Microsoft Excel, SQL, VBA, SPSS or similar (Embrace technology and information)		✓
	Experience of using Geographic Information Systems and spatial analysis		✓
Delivering policy and analytical products, identifying methods of approach, customer requirements and key policy implications.  Applying a range of research and policy methodologies in a practical setting.	Experience of information analysis and solution development	✓	
Leading approaches to engagement with Councillors, communities and key stakeholders in the development, planning, implementation and evaluation of policy approaches.	Practical experience and ability to collect, analyse and interpret a range of data, including performance and management data	✓	
	Practical skills in the use and manipulation of data including data cleaning, formatting and presentation		✓
Reviewing and monitoring the impact of policy across the Council and community planning partnership.	Ability to adapt approaches where appropriate and respond to changing requirements	✓	
Preparing reports for senior managers.	Report writing skills	✓	
Developing and delivering training materials and presentations.	Experience of developing and delivering training materials and presentations	✓	

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Supporting Policy Officer (1) to deal with more complex issues, and recommending appropriate solutions.	Experience of providing advice and guidance	✓	
Monitoring budgets and reporting on resource issues as appropriate.	Experience of budget and resource management	✓	
Leading internal meetings and focus groups including user-groups, project meetings, community meetings, Councillors and key stakeholders and partners.	Ability to work with and co-ordinate a wide variety of people to achieve desired outcomes in a workshop environment (Work together)	✓	
	Conflict handling skills	✓	
Keeping up to date with agreed areas of practice and sharing this expertise across the Council.			
Liaising with other Teams, Services and community planning partners, to ensure that packages of policy support are integrated with other relevant areas of work.	A flexible approach and the ability to embrace change	✓	
Contributing to the development of Community and Corporate Development plan.	Ability to provide a regular and effective service	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

# Role Profile

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:				
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

<b>Additional Information</b> – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>