

**Manchester City Council  
Role Profile**

**Development Support Officer, Grade 4 + 10% flexibility payment.  
Disability Supported Accommodation Service (DSAS) Performance Team  
Adults Directorate**

**Reports to: Performance & Development Officer**

**Job Family: Business Support**

**Key Role Descriptors:**

The role holder will act as a key member of the team in the provision of a quality, value-added service support.

The role holder will play a key role in the development, maintenance, monitoring and interrogation of effective management information systems to capture essential data to meet the needs of the service.

The role holder will provide high quality, customer focused, flexible and timely support directly contributing to the achievement of objectives of a high quality service.

The role holder will effectively coordinate project work and lead on specific project work streams to support the delivery of a high quality service.

**Key Role Accountabilities:**

Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.

Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure.

Contribute to the accurate production of statistical data and other relevant information required for statutory and non-statutory means using initiative to resolve queries within agreed timescales and to a high standard.

Effectively identify, interpret and extract information from a variety of sources using analytical and interpretation skills to provide meaningful information to both internal and external customers.

Update and extract information from all management information systems accurately and competently as required including the retrieval and collation of reports to agreed standard and procedure.

Procure, monitor and maintain office stationary and equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

Contribute effectively to the development, preparation and review of all procedures and systems, aligning them to service needs and objectives.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Disability Supported Accommodation Service (DSAS) has a city-wide network of housing with support for adults aged 18+ with learning disabilities, autism and complex needs, individuals with a physical disability, adults whom are sensory impaired or have an acquired brain injury. The service continues to aim to make a positive difference to the lives of individuals with disabilities by offering quality housing and person-centred support and care as we believe that every individual has the right to achieve their full potential regardless of disability and that disability should not exclude a person from society and a fuller community life.

The Disability Supported Accommodation Service Performance Team, will develop and monitor service wide quality assurance systems. Supporting Registered Managers to carry out all duties in accordance with National Minimum Standards and Care Quality Commission guidance and ensure that statutory and legislative requirements are met in relation to the provision of community care services. Manage and develop performance reporting systems and provide analysis of key performance indicators and recommendations on service improvements taking into consideration ethical, social and environmental impacts.

Shortbreaks Service including emergency placements. This citywide service offers 19 shortbreaks beds across 3 sites for citizens 18+ with learning and or physical disabilities and those with sensory impairments. Citizens with assessed needs are allocated a number of shortbreaks nights throughout the year. The service also provides placements for “emergency placements” to support hospital discharges and citizens who are having difficulties being placed elsewhere.

**The role holder will:**

Provide and analyse effective and timely reports which meet service needs and identify trends.

Provide regular maintenance and administration to all existing DSAS and SBS Performance Team databases, including:

- Microsoft Office and Excel
- Microsoft Teams
- Tanda
- Just Roaming
- Joined up
- Eploy-Recruitment

Monitor and maintain data quality and take appropriate action as necessary

Maintain an effective working relationship with external contractors and stakeholders exploring and developing solutions and system functionality to add further value and service efficiency.

Support colleagues with the use of these systems and will be expected to work across the city as and when required.

Work flexibly to provide resourcing cover from the hours of 7am-11pm on a rota basis including working weekends.

Work a hybrid model including working from home and being office based.

## Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### Generic Skills

- **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources. Ability to identify patterns and trends that may impact on decisions with skills to identify risks and any assumptions made.
- **IT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Planning and Organising Skills:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving and Decision Making Skills:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

### Technical Requirements (Role Specific)

- Willing to consent to and apply for an enhanced DBS disclosure check.