

SPSO LEARNING AND IMPROVEMENT OFFICER JOB DESCRIPTION

Reports to: Head of Improvement, Standards and Engagement (HoISE) **Location:** Edinburgh

Job purpose: Supporting public service providers to improve outcomes for the public through their learning from SPSO enquiries, decisions and recommendations; and by working in partnership with public services providers, policy makers, scrutiny bodies and regulators to further those improvements.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
Strategy and planning	Working closely with the HoISE to contribute to the development of the ISE Team Business Plan.	<ul style="list-style-type: none"> Contributing to the development and implementation of the ISE Team Business Plan in line with SPSO strategic objectives. Contributing to the development and delivery of learning and improvement activity targets and quality standards. Routinely reviewing and improving service processes and procedures to ensure they are fit for purpose. 	Planning and organising Analysing and judging
Developing and implementing improvements and impact	Working with the HoISE, ISE team members, Complaints Reviewers (CRs), and Bodies Under Jurisdiction (BUJs) to ensure that current and future complaint recommendations are consistent and support good complaints handling practice and help prevent repeat service issues.	<ul style="list-style-type: none"> Assessing and analysing SPSO recommendations and processes in order to ensure consistency of internal approach. Developing systems and processes to monitor recommendations on an on-going basis and to capture their effectiveness. Developing knowledge resources, guidance and training for SPSO staff on recommendations and interventions that improve consistency and effectiveness, and that will help ensure that recommendations reinforce the principles and guidance of the model Complaints Handling Procedure (CHP). Monitoring and analysing issues with BUJs in particular relation to implementing recommendations and interaction with SPSO during complaints consideration and investigation process. Supporting CRs dealing with intractable or difficult recommendations, where appropriate escalating recommendations to ISE team for assessment and decision on further action. Analysing recent and current decisions and recommendations in order to identify key systematic failings or single issues that give rise to a high volume of complaints. 	Planning and organising Analysing and judging Effectively communicating and managing relationships Being open and adaptable

Reporting and monitoring	Developing systems and processes to regularly capture, support and report on casework and recommendations learning and knowledge.	<ul style="list-style-type: none"> • Developing an approach to conducting impact assessment studies to assess the effectiveness of recommendations. Organising and facilitating external events to report on lessons learned and improvement actions taken as a result of Learning and Improvement intervention. • Writing external reports that provide evidence of the impact of the SPSO, for example, a reduction in complaints/systemic issues, etc. • Analysing and recommending improvements to the new trackers that monitor issues with BUJs during SPSO consideration/investigation of complaints. • Producing external reports to identify current levels of compliance and acknowledge good complaints handling practice. • Using internal performance measures to report on impact of activities, such as CR productivity, quality and timeliness of responses by BUJs to SPSO enquiries. 	<p>Planning and organising</p> <p>Analysing and judging</p> <p>Applying professional knowledge</p>
Stakeholder engagement and communications	Supporting the HoISE and team members to engage with internal colleagues and external stakeholders to implement and develop a culture of learning across all sectors.	<ul style="list-style-type: none"> • Identifying areas of concern with complaints handling and service issues and providing feedback of findings to BUJs, e.g through annual letters, reports, complaints networks, sounding boards. • Providing practical, clear, and relevant feedback to BUJs and supporting and challenging any BUJs which are not performing effectively. • Developing and managing self-assessment frameworks for use by BUJs. • Developing and publishing tools to address common complaints handling issues and to guide and support all BUJs to improve their complaints handling. • Developing external guidance and training for BUJs on the implementation of recommendations, analysis/organisational reflection. • Ensuring that any planned SPSO intervention takes into account work already undertaken or planned by regulators, scrutiny or improvement bodies. • Using the Complaints Standards Authority's established links and networks to share and reinforce learning and knowledge resources in order to further develop good complaints handling practice. • Working with the SPSO training unit to further enhance their tools and knowledge base. • Internal (SPSO) engagement through updates to the leadership team and internal colleagues on project progress and key issues. • Contributing to the communication and training of SPSO staff. 	<p>Effective communications</p> <p>Managing relationships</p> <p>Working together and valuing difference</p> <p>Being open and adaptable</p>

People development	Managing your own performance and development and taking responsibility for supporting the development of others.	<ul style="list-style-type: none">• Agreeing and meeting clear individual objectives.• Taking responsibility for developing own skills, knowledge and competencies through internal performance management processes.• Providing guidance, support and coaching to colleagues.• Sharing knowledge and experience informally and through formal knowledge sharing channels.	Developing self and others Working together and valuing difference
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