



Job profile

Service and job specific context statement

Directorate:	Ryecare – Housing (Ryedale District Council)
Service:	Housing (Ryedale District Council)
Post title:	Graduate Trainee - Ryecare
Secondment:	Postholder recruited by North Yorkshire County Council, seconded to Ryedale District Council, under a secondment agreement for the period on the graduate scheme.
Grade:	E, F and G
Responsible to:	Service Manager
Staff managed:	None
Date of issue:	November 2021
Job family:	P&T - Professional & Technical

Job context

The Ryecare Lifeline Service sits within the Councils Housing Function and provides 24/7 reassurance by way of an emergency pendant button getting help as and when needed for the Ryedale, Selby and Richmondshires most vulnerable residents allowing them to continue to live at home independently for as long as they are able.

Ryecare also operate an out of hours emergency service for other neighbouring authorities, local businesses and housing providers

The graduate position within Ryecare is an exciting one, the post holder will learn about the whole service, from referral of lifelines and telecare to installation and call handling. They will also learn about the other services Ryecare provides out of hours and the procedures followed for each event. A broad knowledge will be gained after completion of the two year contract.

This is a busy section with a large team of staff and there will be opportunities to work as one of the team with many varied tasks, gaining knowledge, confidence and experience in all areas. Once fully trained to call handle you may occasionally be asked to work outside of office hours if shift cover is needed.

The candidate will shadow experienced staff in the team learning, questioning and offering ideas of how the service could improve or evolve.

Negotiation, communication and listening skills will be developed and also the ability to deal with sometimes difficult and challenging telephone conversations

Over the next few years Ryecare will embrace many changes - this includes changes to business processes to increase our local customer base in line with the Ryecare Business and Marketing Plan and a total upgrade of the call handling platform embracing new technology. The graduate role will support the Ryecare Manager and staff to fulfil the targets set.

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All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows:-

- Corporate Induction
- Aspiring Managers Programme
- Middle Managers Programme
- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

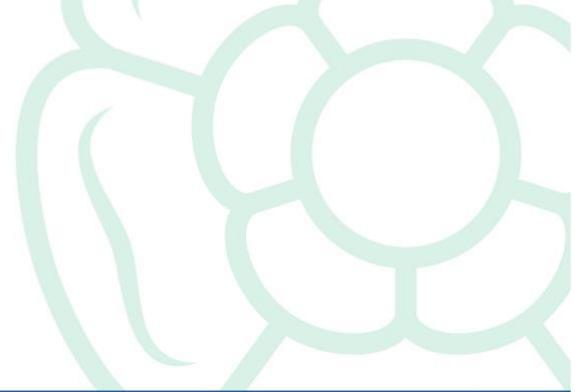
Job specifics

The role offers the successful candidate the opportunity to:

- Run reports, analyse data and record figures to fulfil performance indicator requests
- Assist with keeping all records held up to date
- Streamline procedures as and when required
- Keep a record of staffs training and be pro-active in prompting them to refresh when required
- Support the Ryecare Manager with Risk Assessments
- Develop confidence, communication, listening and negotiation skills
- Assist with administrative duties
- Shadow experienced members of the Ryecare Team gaining knowledge in all areas of the service
- Data cleansing in line with GDPR
- Build relationships with existing customers and prospective customers
- Learn about fee setting/budgets and income
- Gain experience of working in a busy call centre
- Acquire excellent decision making skills
- Learn from a dedicated team of experienced Ryecare staff
- Develop an understanding of the wide range of telecare available and its application
- Work closely with other teams, gaining knowledge, sharing ideas
- Help streamline and update procedures
- Help collate statistical reports and analyse results to continue to improve the service
- Gain experience of the whole service this will include raising purchase orders, goods receiving and payment, raising accounts and invoices, closing accounts and monitoring debt, producing statistical reports on call volumes, connection rates, call response times etc, general admin tasks for the service, assist the marketing officer as and when required
- Feel comfortable talking to people from all walks of life, offering reassurance, compassion and patience
- Develop excellent prioritisation skills in an ever changing environment

Graduates who join the programme are expected to:

- achieve the objectives set for them;
- ask for help/clarity where needed;
- develop their knowledge through self-directed study – further research, reading and questions;
- fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- work toward becoming professional member/associate where appropriate;
- make the most of the opportunities available within NYCC; and
- demonstrate expected behaviours of:
 - focussing on customers and communities;
 - taking responsibility;



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- working together;
- acting with integrity
- building a culture of continuous improvement and innovation; and
- leading by example.

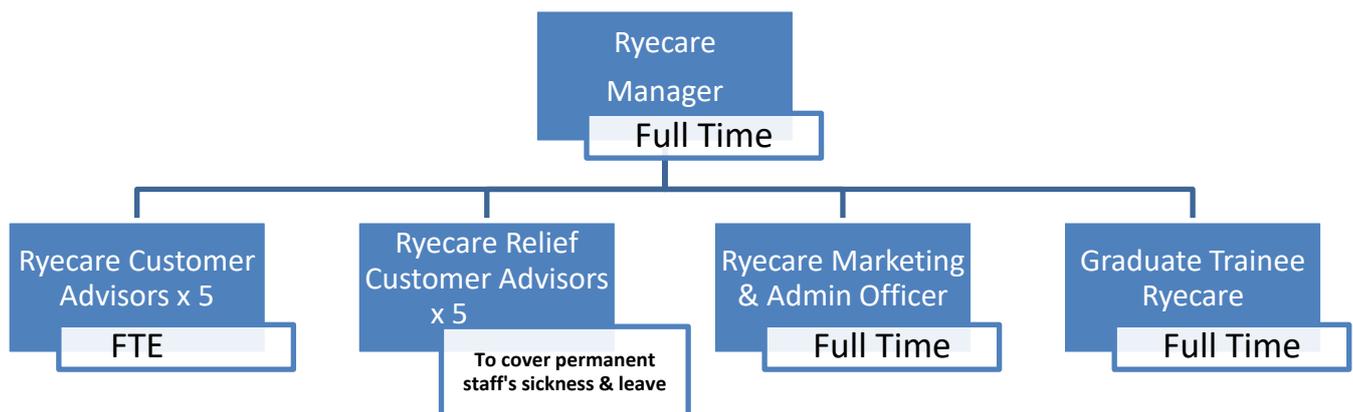
Career progression

- The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the postholder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the postholder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

Pay progression will be based on performance review at 6 months and then 12 months as follows:

- Months 1-6 spinal point 6, Grade E
- Months 7-12 spinal point 8, Grade F
- Months 13-24 spinal point 13, Grade G

Structure





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Job Description

Job purpose	Typical graduate placements are required to deliver a range of projects within an area of specialism within the Council to effectively meet the organisation's needs.
Operational management	<ul style="list-style-type: none"> • Deliver a quality service to internal and/or external customers as required; • Provide a complete 'end to end' service delivery, establishing ownership and closure as needed. • Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area. • Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.
Communications	<ul style="list-style-type: none"> • Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation. • Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.
Partnership / corporate working	<ul style="list-style-type: none"> • Working with staff from across the different services of the Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives. • Ensure links between the project and stakeholders are developed and maintained to provide an efficient service. • Develop an understanding of the wider role of the Council
Resource management	<ul style="list-style-type: none"> • Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.
Systems and information	<ul style="list-style-type: none"> • Utilise management information to facilitate achievement of objectives. • Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication. • Adopt new ways of working when new systems are introduced,
Policy and projects	<ul style="list-style-type: none"> • Contribute to policy development, consultation and implementation process. • Support on Housing/Ryecare projects as appropriate with support from relevant service colleagues.



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Person Specification	
Essential upon appointment	Desirable on appointment
<p>Knowledge</p> <ul style="list-style-type: none"> • Good understanding of how policies/procedures can be applied in practice to result in required outcomes. 	<ul style="list-style-type: none"> • Good knowledge of telecare available and our target market • Knowledge of change management processes
<p>Experience</p> <ul style="list-style-type: none"> • Experience of project work • Experience of managing a busy workload • Experience of working in a customer focussed environment ideally with our client group 	<ul style="list-style-type: none"> • Experience of working in a corporate and political context
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Excellent IT skills and ability to interpret and analysis data • Communication, presentation and interpersonal skills • Problem solving skills and the ability to find innovative solutions • Influencing and negotiating skills • Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately • A coaching based approach to support managers and develop • Delivering briefings and training to managers/other staff • Flexibility and ability to work with ambiguity • Good prioritisation skills • Ability to decision make and 'think on your feet' • Excellent communication skills 	<ul style="list-style-type: none"> • Policy formulation skills • Coaching/mentoring • Policy implementation skills
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> • Education to first degree level • Good standard of literacy and numeracy to level 2 or equivalent 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Team worker/collaborative working • Self-motivated and commitment to equal opportunities 	<ul style="list-style-type: none"> • This role will require the ability to travel across the County.
<p>Behaviours</p>	<p>Link</p>



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*Examples of existing graduate roles within North Yorkshire County Council:
(To inform writing of job profile – not to be included in final version of profile)*

Working within Human Resources - The post holder is involved in supporting managers, where appropriate, in handling HR issues. The post holder is required to contribute to corporate HR projects as needed in addition to supporting managers with HR related work. The postholder works on specific cases/projects and is required to rotate to consolidate knowledge and experience.

Working within Children's Services Virtual School service (where the core focus is to improve the educational attainment and achievement of children in the care (CiC) of NYCC) the postholder undertakes strategic project work to support closing the gap between CiC and their peers, specifically collating and analysing data for CiC wherever they are placed.

Working within the commercial operation, North Yorkshire Education Services (NYES). Within the next 10 years it plans to be the leading supplier of business solutions and services to the education sector across the UK and generate significant levels of profit. All of its profit is reinvested back into North Yorkshire, protecting frontline services and communities. The post holder supports NYES development, delivery and business growth activity, through undertaking and leading named projects that improve brand recognition, profitability, viability, customer excellence and employee advocacy. The postholder operates across key portfolios of activity to consolidate their commercial knowledge and experience and support alignment across all areas of the Council that comprise NYES. This includes Innovation and Marketing; Operations; Professional Services; Facilities Management; and Education & Skills.

Working within the projects and change service to support the Council in delivering a series of change programmes and projects required to move to new ways of working within increasingly challenging budget constraints. This includes changes to organisational structures, business processes, technology, culture and ways of working and impacts on services across the council and partner organisations, large numbers of staff and have significant budget implications. Programmes also involve working with partners, including district councils to look at delivering back office and frontline services in different ways. The post holder supports the delivery of major projects and programmes and undertakes activities in the PMO (Programme Management Office). In addition, the postholder project manages smaller pieces of work and leads business change workshops.