**Smart Services Officer**

**Salary:** £26,421 - £29,264

**Location:** Working at home until further notices. Blended working from home and in office (Edinburgh) from autumn 2021 (TBC).

**Directorate:** Connect Directorate

**Term:** Fixed term until 31st March 2022

**Hours:** Full-time (Monday-Friday, 35 hours per week) – look at our website for flexible working options that you might request.

**Reports to:** Smart Services Manager

**Overview:** This Smart Services Officer will be responsible for engaging with partners (including Local Authorities) to support the development and delivery of bespoke packages of entitlements and opportunities for young people to tackle inequalities and support attainment. With a focus on health and wellbeing and the #YSAttain programme, this post will collaborate with key stakeholders, using the Young Scot National Entitlement Card to harness smart-tech functionality where possible to tackle inequalities in a non-stigmatising way.

**What you’ll be doing from day-to-day**

* Working with the Smart Services Manager in the ongoing development, management, delivery and evaluation of the Young Scot Strategic Partnership Attainment Programme.
* Establishing and nurturing partnerships with Local Authorities and organisations in contributing towards addressing the inequalities and barriers faced by specific groups of young people.
* Identifying national and local needs, developing local strategies with Local Authority partners, identifying smart tech solutions and carrying these through to implementation.
* Facilitating workshops with young people to gather ideas and seek their views on local digital information, discounts and Rewards.
* Line managing and developing colleagues.
* Ensuring data and insights are collected as part of the Young Scot Evaluation Framework and using this insight to improve service delivery.
* Working with External Relations Directorate to raise awareness of the Young Scot NEC and its associated services for young people.
* Representing Young Scot at external events.
* Other relevant duties to support the Smart Services Manager.

**A great candidate will have a mix of these skills and experiences:**

* Experience of developing and managing successful internal and external strategic partnerships.
* Experience of project development and delivery.
* Experience of working in a fast-paced digital or technology environment
* Some experience of working with young people would be desirable.
* Able to use innovative approaches to learning and developing products in an agile way.
* Knowledge and understanding of how to use data and insights to improve services.
* Able to plan and deliver events with cross-sector partners.
* Good written and spoken communications skills.
* Able to work in a team and lead on own initiative.
* Able to communicate effectively with a diverse range of individuals, organisations and stakeholders.

Competencies of a great candidate

If we ask you to take part in an interview, then we’ll ask you questions based on the ‘competencies’ below. These are the skills and behaviours that a great candidate will have.

* **ACHIEVING EXCELLENCE: WORKS TO GOALS AND MANAGES CHALLENGES.** Understands the link between their own work and the organisation’s strategic aims. Works towards goals set by others. Measures progress against targets. Seeks to understand challenges and to find ways to manage these. Acknowledges the work and contribution of others but can also provide an opinion from their own expertise. Has the confidence to admit when they do not know.
* **UNDERSTANDING ISSUES: ADAPTS EXISTING APPROACH, AND LOOKS AHEAD.** Identifies and exploits opportunities in the short-term. Applies one’s own knowledge and expertise to developing new approaches to exploiting these. Looks at the opportunities and identifies key issues and uses this to prioritise and plan.
* **COLLABORATING FOR SUCCESS: ADRESSES UNDERLYING NEEDS AND PLANS IMPACT.** Takes time to question and understand the real needs of stakeholders establishes systems to collect stakeholder feedback. Takes the lead role in managing stakeholder relationships to deliver operational impact
* **WORKING WITH PEOPLE: SUPPORTS TEAM DEVELOPMENT.** Sets standards or deadlines, providing appropriate feedback when required. Helps individuals to start again when setbacks occur. Works to provide support to ensure an effective working environment. Actively includes individuals from diverse backgrounds in team activities. Encourages work-life balance amongst staff to maintain a healthy workforce and promote long term effectiveness. Spends time helping others think through issues. Speaks positively of others. Accepts feedback from others without being defensive.
* **ABILITY TO ADAPT: APPLIES PROCEDURES FLEXIBLY.** Applies rules or procedures flexibly,depending on the individual situation,to accomplish tasksor activities moreeffectively. Responds effectively tochanging circumstances. Remainsfocused when faced with competingdemands. Makesreasonableadjustments to ensuremaximumeffectiveness and motivation of selfand others.