

Technology Enabled Care Officer Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

Thank you for your interest in the Technology Enabled Care Officer role within Sefton's Adult Social Care Commissioning and Transformation Team.

We are delighted that you are considering joining us at an exciting time, as we continue to embed digital innovation and Technology Enabled Care to support people to live independently and safely within their communities.

This pack provides further information about the role and the skills and experience we are looking for. We hope it gives you a clear insight into the opportunity to make a meaningful difference and contribute to shaping the future of Adult Social Care in Sefton. We look forward to receiving your application.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Hannah Dollard
Strategic Commissioning Manager



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

As a Technology Enabled Care Officer, you will play a key role in supporting the development and delivery of Sefton's Technology Enabled Care programme. Working within the Adult Social Care Commissioning and Transformation Team, you will help embed digital and assistive technology within care and support pathways, ensuring innovative solutions are used to promote independence and improve outcomes for residents. The role offers the opportunity to work collaboratively across health and social care, contributing to service improvement, transformation and the delivery of high-quality, person-centred care

The key responsibilities include:

- Support the development and delivery of Sefton's Technology Enabled Care (TEC) programme
- Embed digital and assistive technology within care planning and assessment pathways
- Coordinate projects, research and service reviews to support commissioning and service improvement
- Work collaboratively with colleagues across Adult Social Care, health and partner organisations
- Promote awareness and understanding of Technology Enabled Care across the workforce and wider community



- Support training and engagement activities to build confidence in the use of digital solutions
- Contribute to the development of strategies, business cases and reports to inform decision-making
- Identify opportunities for innovation, efficiency and improved outcomes using technology
- Monitor and evaluate the impact of TEC initiatives to support continuous improvement
- Maintain awareness of emerging technologies and best practice to inform service development

This role would suit someone who is passionate about improving Adult Social Care through innovation and digital technology. You may come from a social care, occupational therapy, health, or technology background, or have experience working on digital or transformation projects within public services.

We are particularly interested in individuals who:

- Have an interest in how digital and assistive technology can support independence and improve outcomes
- Enjoy working across teams and organisations to deliver change and improvement
- Are confident communicating with a wide range of stakeholders, including frontline staff and partners
- Have experience of project work, service development, or commissioning activity
- Are proactive, organised and able to manage a varied workload
- Are curious, solution-focused and motivated to explore new and innovative approaches
- Want to make a meaningful difference to the lives of residents and communities

Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.



Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Friday 26th June 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **W/C 6th or 13th July 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.



Appendix A – Job Description and Person Specification

Post:	20992
Directorate:	Sefton Adult Social Care
Location:	Magdalen House, Bootle, L20 3NJ/Agile
Division:	Commissioning & Transformation Team
Post:	Technology Enabled Care Officer
Grade:	I £41,771 to £46,142
Reporting to:	Strategic Commissioning Manager

Purpose of the Role

Technology Enabled Care Services (TECS) are central to Sefton's ambition to support residents to live independently, safely and with greater choice. By making the most of equipment, adaptations and digital solutions, we aim to reduce reliance on traditional care services and prevent avoidable hospital admissions.

As a Technology Enabled Care Officer, you will play a key role in embedding modern digital and assistive technologies across Adult Social Care. You will support the delivery of Sefton's Digital Strategy and Technology Enabled Care Strategy, helping to ensure that innovative solutions are integrated into care and support pathways.

Working as part of the Commissioning and Transformation Team, you will contribute to a programme of change that promotes independence and improves outcomes for residents. You will act as a specialist in Technology Enabled Care, providing advice, supporting colleagues and partners, and helping to build confidence and awareness of digital solutions across the system.

Through collaboration with health, social care and wider partners, you will help develop and implement integrated approaches that make best use of technology. A key focus of the role is to embed a culture where Technology Enabled Care is routinely considered and used to enhance service delivery and support people to live well at home.

MAIN DUTIES

1. Develop the knowledge base of professionals involved in community care, assessment and review and frontline advice and guidance.
2. Support independence, hospital discharge and hospital avoidance schemes and assist Social Work and Occupational Therapist Teams in care assessments and reviews, ensuring the consideration and identification of appropriate Technology Enabled Care Services.



3. Support procurement activity for key Technology Enabled Care Services and products, including acting as subject matter expert as required in relation to the specification of requirements and alignment to the strategic direction of the authority.
4. Support organisational change projects, leading on allocated initiatives, across the Council and assist services to identify future opportunities to enhance the customer experience, raise productivity and reduce costs across the Council
5. Measure performance and regularly review identified KPIs
6. Responsible for the risk and dependency management of allocated projects escalating issues as appropriate.
7. Work with Sefton's Demand Management Team and the Strategic Independent Living AT lead to evaluate and explore innovative and new ideas, facilitating testing and implementation as required.
8. Support new business development regarding digital inclusion and TECS programmes.
9. Support and work with key stakeholders on the transition of new TECS solutions and services to Business as Usual (BAU) operations to deliver service improvements.
10. Prepare clear and accurate briefing papers and reports to support strategic leadership board.
11. Support the development of business cases for investment, including baselining current operations and business process redesign
12. Ensure lessons learned are captured, shared, reflected in frameworks and tools as well as directly applied and undertake research into best practice, both nationally and regionally, as required
13. To contribute to the development of the TECS Strategy and Sefton's Overarching Digital Strategy and the development of detailed proposals for this, including any associated business cases with a view to supporting the successful delivery of change.
14. Prepare and deliver Technology Enabled Care Solutions briefings at Social Worker and Occupational Therapist team meetings and other agencies such as health teams and wider community agencies and facilitate regular presentations to demonstrate equipment leading to development of trial and pilot equipment as required.
15. Provide coaching and support to build programme/project management capability across the organisation and in the use of the frameworks and tools.
16. Support the development of a cohesive communications, engagement and training strategy in partnership with health and social care colleagues to ensure that digital technology and assistive equipment is specific and appropriate for independent living and that appropriate choices are made available to residents across Sefton. Liaise with the Communications team to ensure consistent and accurate key messages are relayed within the Council and to the wider community (Defining key relationships will include Occupational Therapist teams, Social Worker teams, Community Equipment Stores team, Telecare team, Home Improvement team, Hospital Discharge teams and Reablement teams, Sefton Arc, housing partners, wider community sector organisations including Sefton CVS and residents of Sefton).
17. Create a TECS toolkit for operational staff including information on preferred suppliers, assessments, NHS and other external funding.
18. Develop and maintain Sefton Council's online Technology Enabled Care Solutions Catalogue, regular reviewing and updating the catalogue, ensuring all equipment offered is up to date and relevant to the needs of service users in meeting their care needs to support independent living.



19. Take an active role in horizon scanning across national and local government and exploiting opportunities such as funding, to ensure alignment to national/local policy and develop best practice in relation to Sefton's Digital Transformation for Sefton.
20. Liaise with digital technology suppliers and coordinate and facilitate regular presentations to demonstrate equipment leading to development of trial and pilot of equipment as required.
21. Attend supplier demonstration events and provide analysis reports to strategic groups as required.

SPECIAL CONDITIONS

- Occasional work outside normal hours may be required.
- A flexitime scheme is currently in operation.

GENERAL REQUIREMENTS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

Note: Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.



PERSON SPECIFICATION

Post: Technology Enabled Care Officer

Department: Corporate Resources

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
Qualifications		
Relevant social care degree or equivalent professional management (including wider social care therapies such as OT/ Health/ Technology Enabled Services TECS elements)	E	AF/C
Relevant Technology Enabled Care certification	D	
Experience		
Experience of working in Telecare, OT and Social Care Environments.	E	AF/I
Experience of ICT related projects or ICT support	D	AF/I
Strong change/project management skills or on the job experience	E	AF/I
Proven ability to develop and maintain effective professional working relationships and networks within the Council, with partners & the community	D	AF/I
Evidence of identifying future opportunities for collaboration with partners and other local authorities	D	AF/I
Experience of successfully developing and delivering training to staff teams	E	AF/I
Knowledge, experience and understanding of undertaking research and delivering highly valued and relevant reports and recommendations.	E	AF/I
Experience of working in a team delivering organisational change	E	AF/I
Knowledge and experience of Disabled Facilities Grant, Capital Funding and Better Care Funding	D	AF/I
Skills & Knowledge		
Evidence of ability to communicate potentially complex issues in an effective and clear style.	E	AF/I
Proven experience and understanding of constructing well structured, clear and concise briefing papers and reports.	D	AF/I
Ability to communicate accurately and appropriately with members of the public, senior management and elected members.	E	AF/I



Ability to advise, persuade and influence stakeholders in a professional and effective manner.	E	AF/I
Excellent written and verbal communication skills.	E	AF/I
Proven ability to ensure a high standard of customer care is embedded within all work	D	AF/I
Evidence of innovative thinking and approaches to challenges	E	AF/I
Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support	D	AF/I
Ability to thrive in a fast-paced environment and be able to deal with a varied and high-profile workload	D	AF/I
Ability to manage a complex workload and meet tight timescales	D	AF/I
Understanding of change or project methodologies and the techniques involved	D	AF/I
Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal	E	AF/I
Ability to work effectively with senior managers, staff, external partners and to establish confidence, trust and credibility	D	AF/I
Recognises the importance to the council of active partnership working and embraces this where relevant to deliver services most effectively and efficiently	E	AF/I

Assessment Methods

AF: Application Form

I: Interview

C: Certificates

Prepared by: Hannah Dollard

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