

	Job Title	Service Improvement Officer
	Department	Community Well-Being
	Section	Performance, Insight and Improvement
	Grade	PO2
	Reports to	Service Improvement Manager
	Staffing Responsibility	None

Job Purpose:

1. Supporting operational managers in the delivery of projects and initiatives that improve strategy, policy, procedure and systems and embed changes within the workforce.

Principal Accountabilities and Responsibilities:

Service Improvement

- 1 Support delivery of project/work streams; apply proven project/programme management methodologies, tools and techniques to deliver rapid, demonstrable and sustainable improvements.
- 2 Deploy methodologies, skills and techniques involved in service improvement and organisational change.
- 3 To support managers in identifying areas of workforce change using tools to identify and source appropriate OD & LD interventions.
- 4 To work collaboratively to identify current and emerging performance and practice issues.
- 5 Actively engage with all internal and external stakeholders, developing and maintaining effective links and relationships.
- 6 Model a culture of collaborative working, setting high professional standards for the delivery of Service Improvement support to operational areas

Service Specific

- 7 Keep up to date with major developments and learning within service area, with a particular focus on how services can be improved for users.
- 8 Ensure current understanding of the main business processes, procedures and systems that support service areas.

General

- 9 Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
- 10 Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.
- 11 Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	To be confirmed with Human Resources
Politically Restricted	No

Person Specification

Job Knowledge, Skills & Experience:

Specify the qualifications, experience, skills and abilities required.

All criteria are essential

Knowledge and Qualifications:

- Educated to at least degree level or equivalent.
- Knowledge and understanding of the major factors, influences and challenges facing local government.

Experience:

- Track record of achievement level in a similarly large and complex organisation including:
 - working collaboratively across organisational boundaries
 - developing practical, innovative and creative approaches to performance management and performance improvement
 - co-ordinating and managing provision of statutory and local performance indicators internally and externally ensuring the accuracy of data.

Skills and Abilities:

- Knowledge of service improvement methods, project management, service design and workforce change
- Intellectual ability to, analyse complex information, draw conclusions and present findings in a compelling way
- Communication and influencing skills to inform, consult and negotiate with a range of audiences in a straightforward, articulate, sensitive and persuasive manner, both orally and in writing.
- Interpersonal ability to engage with service areas,
- Organisational skills to plan and prioritise their own time
- Identify and encourage innovative solutions, support a “can do” culture and achieve results.