



ROLE PROFILE

Role Title: Business Development Officer

Service: Corporate and Customer Services, Business Intelligence and Development

Directorate: Transformation and Resources

Accountable to: Service Development Manager

Grade: SO1

Car Category:

Purpose of role

- To support services in developing and taking forward robust, intelligence-led commercial and income generating opportunities
- To proactively research, identify and present potential income-generating opportunities for consideration, that are aligned with the organisation's direction and key priorities
- To support service development and improvement initiatives, ensuring that important data and information are captured

Key Objectives

1	To support services in developing and taking forward robust, intelligence-led commercial and income generating opportunities
2	To proactively research, identify and present potential opportunities for consideration, that are aligned with the organisation's direction and key priorities
3	To support service development and improvement initiatives, ensuring that baseline and monitoring data and information are captured effectively for reporting and analysis purposes





4	To work in a collaborative and supportive manner with the senior team and service managers to implement service improvements and any associated initiatives, projects, policy framework, processes and procedures.
5	To take a lead role in identified service improvement projects and support services to make necessary changes, including processes, working practices service delivery models
6	To develop and maintain service improvement plans and related improvement project documentation, ensuring the recording of a baseline position, targets and progress against these for each project or initiative.
7	To be a champion of continuous improvement, evidence-based approaches and change for the organisation
8	To contribute to the wider working of the Business Intelligence and Development team, ensuring a collaborative and holistic approach to supporting the organisation



Scope

This post will work with service managers and team members from across the organisation in both new income-generating opportunities and service improvement work. They may also work with external partners and Elected Members on particular projects. They will need to work with people during change projects and to build enthusiasm for new ways of working, so good interpersonal skills and the ability to see the bigger picture, is key.

Work Profile

1. Strategy

The post holder will have a contributory role in terms of the Council's income generating strategies and plans. They will also contribute to the service plan for Business Intelligence and Development, service improvement plans across the organisation plus relevant project documents.

2. Performance

The post holder will be a key part of the organisation's continuous improvement journey. Through their role, they will be expected to ensure that appropriate baseline information is gathered to inform income-generating or service improvement activity. They will also need to support the development of effective measures of success for the projects upon which they work.

The post holder will support the Service Development Manager in ensuring that the highest standards of service improvement are achieved and maintained particularly when there are service pressures or time constraints. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/ intelligence-led approach. They will monitor and communicate performance against a series of key performance measures, developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

They are accountable to the Service Development Manager for the delivery of their own personal objectives.





3. Service Quality

The post holder will have a leading support role in ensuring that the Council maximises income and business development opportunities and continues on the journey of continuous improvement, through the delivery of a newly focused Business Intelligence and Development function that upholds rigorous standards and adds value.

They will develop and monitor appropriate service improvement and project performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder does not have direct line management responsibility for any other posts within the organisation, nor any budgetary responsibilities. The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individual in order to undertake their role.

5. Supervision and Management

The post holder does not have any supervision or management responsibilities.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.





7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Service Development Manager, Business Intelligence and Development Manager, Head of Service, and Corporate Director as appropriate, detailing progress, risks to success and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with Heads of Service, Service Managers and their teams, the Customer Experience team and partner agencies in order to develop, agree and implement service improvements and to take forward business development opportunities.

Less regularly, they will be in contact with Corporate Directors, the Chief Operating Officer and Elected Members.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to service standards and projects that they are working on and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.





11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus:

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the customer experience.

14. Core Tasks:

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety:

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation:

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures





17. Training & Development:

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder is expected to generate ideas and concepts relating to service improvements to enhance service delivery and also in relation to business development opportunities. They will be solutions-focused and able to work with services, constructively challenging historic practices whilst keeping them engaged in change. They will be expected to refer to the Service Development Manager and/ or the Business Intelligence and Development Manager routinely and certainly prior to implementing key changes.

20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Service Development Manager and/ or the Business Intelligence and Development Manager and the Head of Service. They will be at the forefront of organisational change in relation to service improvement and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

This is a pivotal role in supporting business development and service improvement across the Council. The post holder will be required to work across the organisation, engaging with senior colleagues and teams in order to identify opportunities to improve the customer experience. The post holder will work closely with colleagues championing service improvements and supporting the raising of standards. They will produce verbal and written





reports on request, to help senior colleagues understand the progress being made, risks to be managed and gaps identified.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.





22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.

PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application(A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Foundation Degree/ Diploma/ Level 4 qualification or as a minimum, relevant experience together with an excellent standard of English (written and spoken)	X		A
	Good commercial skills gained in a similar local government or private sector environment		X	A, I
	Political understanding & sensitivity	X		A, I
	Knowledge of project management tools and methodologies	X		A, I
	Knowledge of performance and risk management frameworks and tools	X		A, I
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks	X		A, I
	Methodical and well organised, with a commitment	X		A, I





	to providing a quality service and attention to detail			
Planning capacity and resources	Delivery of results under pressure	X		A, I
	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and project management skills	X		A, I
	Able to engage with colleagues and elected members effectively to ensure that issues are prioritised and resolved and queries answered	X		A, I
	Able to engage with a range of internal and external stakeholders in the production of reports, information and communications.	X		A, I,
PROBLEM-SOLVING Using initiative to overcome problems	Ability to identify a range of innovate and appropriate solutions to issues and problems.	X		A, I
	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Able to use performance measure to	X		A, I





	effectively track and monitor service performance	X		A, I
	Ability to review individual service's performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Undertakes tasks without supervision	Able to demonstrate resilience in the performance of the role.	X		A, I
Other	Commitment to Equality	X		I
	Commitment to Health & Safety	X		I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.





In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

