



ROLE PROFILE

Role Title: Fixed Term Business Transformation Analyst

Service: Corporate and Customer Services, Business Intelligence and Development

Directorate: Transformation & Resources

Accountable to: Partnership and Performance Manager

Grade: PO1

Car Category: Casual

Purpose of role

- To work in partnership with Senior Managers, Officers and 3rd Party Suppliers to deliver transformational change to how services are delivered, by optimising the use of technology across our core IT applications.
- To utilise service insight data to influence and shape performance improvements
- To work with managers, officers and 3rd party suppliers to enable core applications are systematically connected across the business to deliver transformational projects aligned to the Corporate Plan, Service Plans, ICT Development Plans and Digital Strategy.
- To assist Senior Managers in the identification and procurement of technical and operational solutions that reduce waste, duplication and hand-offs and deliver Value for Money objectives.



Key Objectives

1.	Collaborate and build effective relationships with Senior Managers, Officers and partners, internally and externally to enhance capacity and functionality that deliver service improvements.
2.	Work across the business to extract and analyse service data that challenges current operating models with a view to maximising technology to improve slicker models of delivery to emerge that reduce costs, waste and duplication.
3.	Lead on the extraction, collation and analysis of management information across systems and processes, identifying opportunities for streamlining existing ways of working, so that performance improvements are achieved.
4.	Lead on the reviewing and implementation of a new reporting dashboard across the business that delivers increase performance across the business.
5.	Utilise a variety of techniques to identify and map out current and future business systems and processes, identifying and articulating opportunities for service improvements.
6.	Lead the development, training and implementation of User Acceptance Testing for new software and product enhancements and releases as required.
7.	Provide clear project advice and recommendations, based on expertise, knowledge and hands-on experience to enable Senior Managers and Officers understand change required to deliver new technology and best-practices in service transformation delivery.
8.	Keep up to date with organisational and service strategy and priorities, so that the outlined objectives are achieved.
9.	Assist with the development of the annual review of the ICT Development Strategy.
10.	Contribute to the Service Action Planning process and own, manage and develop their own areas of responsibility.
11.	Contribute to the development and monitoring of performance measures and service standards across the authority.



Scope

The post holder will perform a lead support role in ensuring effective analysis available to support evidence-based business transformation across the Council that ensures high quality, timely service user experience. The post holder will have a proactive supporting role in service development and they will work collaboratively across the whole organisation and with all levels of staff.

Work Profile

1. Strategy

The post holder will contribute to the development of appropriate strategies, policies, frameworks, guidance and toolkits to support the effective operation of the organisation.

2. Performance

The post holder will support the Partnership and Performance Manager in ensuring that high quality performance analysis is achieved and maintained. They will take a supporting role in the delivery of key objectives, priorities and targets associated with the service and in developing a more evidence/intelligence-led approach. They will help to monitor and communicate this 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.

3. Service Quality

The post holder will have a supporting role in ensuring that the Council's image and reputation is both maintained and improved, through the delivery of a professional and efficient service.

They will support the development and monitoring of appropriate performance indicators.

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



4. Resource Management

The post holder has no direct line management responsibility although they may be required to supervise staff during elections. They also do not hold budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to individuals within their team and in order to undertake their own role.

5. Supervision and Management

The post holder has no direct line management responsibility.

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 enquiries. They will also help build greater understanding of service improvement and change initiatives, through supporting the development of clear guidance, standards and toolkits.

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

They will provide progress reports at agreed intervals, to the Partnership and Performance 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 their manager, Service Managers and members of the Business Intelligence and Development team, and customer in order to undertake the duties of the post.



Less regularly, they will be in contact with partner agencies, Corporate Directors and external bodies.

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 project delivery and service improvement activities 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 internal and external 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

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

The post holder is expected 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 in order to enhance the internal and external customer experience and to ensure a timely service is delivered. They will be solutions-focused and able to support the Partnership and Performance Manager in working with services, constructively challenging historic practices whilst keeping them engaged in change. They will be expected to refer to the Partnership and Performance 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 Partnership and Performance Manager, the Business Intelligence and Development Manager and the Head of Service. They will support organisational change and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.



21. Work Context

The post holder will perform a lead support role in ensuring effective analysis available to support evidence-based business transformation across the Council that ensures high quality, timely service user experience. The post holder will have a proactive supporting role in service development and they will work collaboratively across the whole organisation and with all levels of staff.

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	Educated to degree level (or equivalent), or equivalent relevant experience.	X		A
	Evidence of continued professional development.		X	A, I
	Proven experience of utilising all aspects of SQL to drive improvements.	X		A, I
	Experience of implementing digital projects that deliver service transformation and improvements.		X	A, I
	Proven experience of reviewing services and utilising data analysis to drive change and improvements.	X		A, I
	Proven experience of working with IT partners to effectively maintain and develop core IT applications.	X		A, I
	Ability to think strategically and communicate effectively at all levels to build credibility and trust to delivering shared outcomes in line with organisation priorities.	X		A, I
	Ability to successfully implement a strong performance management culture underpinned by effective IT and reporting mechanisms.	X		A, I



Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks.	X		A, I, T
	Well organised, with a commitment to providing a quality service and attention to detail and able to thrive in a dynamic environment.	X		A, I
	Highly developed ability to identify, prioritise and manage tasks.	X		A, I, T
Planning capacity and resources	N/A			
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and management skills.	X		A, I
	Well-developed skills to influence and persuade effective decision making that is evidenced based and demonstrates "buy in" and VFM.	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 identify and implement solutions to issues and be a champion of change.	X		A, I
	Ability to undertake Service Redesign processes to improve service performance.	X		A, I
	Ability to interpret data that informs new processes and systems to emerge that deliver improvements.	X		A, I
Managing risk	Ability to consider and assess risks associated with project delivery and service improvement across the organisation.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk.	X		A, I
Managing change	Ability to review performance 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 Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post.	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.**
- **We do what we say we will do when we will do it.**

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
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