



## WEST LANCASHIRE BOROUGH COUNCIL

### JOB DESCRIPTION

<b>Directorate:</b>	Housing and Inclusion Services
<b>Service:</b>	Customer Experience
<b>Job Title:</b>	Service Transformation Analyst
<b>Grade:</b>	SO2
<b>Designated Line Manager:</b>	Service Development Manager
<b>Directly Responsible for:</b>	N/A
<b>Car Categorisation of Post:</b>	Casual
<p><b>Purpose of Job:</b> To work in collaboration with Senior Managers, Officers and 3<sup>rd</sup> Party Suppliers to transform how services are delivered, by optimising the use of technology across our core IT application within the Housing and Inclusion Service.</p> <p>To provide insight and intelligence to services that enable core applications are systematically connected across the business to deliver transformational projects aligned to the Corporate Plan, Housing and Inclusion Service Plan, ICT and Digital Strategy.</p> <p>To assist Senior Managers in the identification and procurement of technical and operational digital solutions that reduce waste and duplication, whilst achieving Value for Money objectives.</p>	
<p><b>Core tasks:</b></p> <ol style="list-style-type: none"> <li>1. Collaborate and build effective relationships with Senior Managers, Officers and partners, internally and externally to optimise the capacity and functionality of the Housing Management Systems, to ensure that business strategy and revenue growth is delivered.</li> <li>2. Work across the business to understand and challenge current operating models with a view to maximising technology and digital solutions to improve the customer experience, reduce costs, waste and duplication</li> <li>3. Lead on the extraction, collation and analysis of management information across systems and processes, identifying opportunities for integration and streamlining of existing approaches, so that new models enhance performance and reduce cost.</li> <li>4. Lead on the analysis of business intelligence and target activities linked to improving outcomes, from a cost and Value For Money (VFM) perspective.</li> <li>5. Utilise a variety of elicitation techniques to identify and map out current and future business systems and processes, identifying and articulating opportunities for service improvements.</li> <li>6. Lead the development, training and implementation of new software releases whilst leading on the procurement of new transformational software products that enhance performance and the customer experience</li> <li>7. Provide clear actionable advice and recommendations, based on expertise, knowledge and hands-on experience to enable Senior Managers and Officers to overcome their business challenges with the use of digital technologies and best-practices in software delivery.</li> <li>8. Manage the business intelligence reporting system, with a high-level of accuracy, ensuring it aids Service Managers and Officers with service insight data to target resources and evidence outcomes.</li> <li>9. Keep abreast of business strategy, priorities and objectives, and how research and analytics can support, optimise and deliver operational improvements.</li> <li>10. Assist with the development of the annual review of the ICT Development Strategy.</li> </ol>	

11. Contribute to the Service Action Planning process and own, manage and develop their own areas of responsibility.
12. Assist the Service Development Manager in developing, implementing and monitoring robust business continuity plans to mitigate risk to service delivery.

**Customer Care:** To meet the Council's Standards of Customer Care at all times.

**Core Tasks:** To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

**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.

**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.

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

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

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.

<b>Prepared by:</b>	Samantha Tierney	<b>Date:</b>	October 2018
<b>Approved by:</b>		<b>Date:</b>	