



WEST LANCASHIRE BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title: Service Transformation Analyst	Grade: SO2	
Directorate: Housing and Inclusion Services		
Service: Customer Experience		
Requirements <i>(on the basis of the job description)</i>	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), presentation (P)
Qualifications		
Educated to degree level or equivalent	E	AF
Evidence of continued professional development	D	AF
Experience		
Proven experience of utilising all aspects of SQL	E	AF/I/ T
Experience of optimising digital technology to deliver service transformation and improvements that can demonstrate value for money outcomes	E	AF/I
Experience of designing and implementing IT / Digital solutions	E	AF
Experience of successfully working in, maintaining and developing core IT applications, including Housing Management Systems, Abritas, Civica, Epix, Taskcentre etc	D	AF/I
Experience of utilising analytical tools to improve service provision	D	AF/I
Knowledge/Skills/Abilities		
Ability to think strategically and communicate effectively at all levels to build credibility and trust to delivering shared outcomes in line with organisation priorities	E	AF/I/P
Proven ability to balance multiple technical requests from all levels of the organisation, reducing waste and duplication, whilst improving the customer experience	E	AF/I/T
Well-developed skills to influence and persuade effective decision making that is evidenced based and demonstrates "buy in" and VFM	E	AF/I/P/T
Ability to successfully implement a strong performance management culture underpinned by effective IT and reporting infrastructure	E	AF/I/T/P
Ability to undertake Business Process Re-engineering to improve service outcomes	E	AF/I
Proven IT skills in a wide range of software products and packages	E	AF/I/T/P
A problem solver with the ability to negotiate and influence others	E	AF/I/T/P
Committed to the provision of customer excellence	E	AF/I/T/P
An understanding of Housing Management systems and Digital Platforms that underpin effective service delivery	E	AF/I/T/P
Ability to develop and implement new systems and processes that increase outputs and outcomes	E	AF/I

Other (including special requirements)		
1. Commitment to Equality	E	AF and I
2. Commitment to Health & Safety	E	AF and I
3. Satisfactory Baseline Personnel Security Standard Check	E	Document Checks (includes Basic DBS)
4. 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	E	AF and I
5. Full driving licence and ability to provide a suitable vehicle for use in connection with the job, or equivalent mobility	D	AF
Prepared by: Samantha Tierney		Date: October 2018
Approved by:		Date: