

ARUN DISTRICT COUNCIL

JOB DESCRIPTION

Designation	:	Business Improvement Officer
Grade	:	Scale 7 (SO1)
Directorate	:	Residential Services
Section	:	Housing - Business Improvement
Location	:	Arun Civic Centre, Littlehampton
Responsible to	:	Business Improvement Manager

Purpose of Job

Maintain, support and assist with all aspects of improving service delivery within Residential Services. Ensuring maximum and efficient use of all IT software available. Exploring and reviewing service delivery within teams to support management team objectives for efficiency and excellent customer service. Project managing changes from design to implementation. Providing training, data and insight to teams to promote the use of IT solutions. To champion innovation and continuous improvement ensuring that opportunities are taken across the department to deliver ongoing business improvements.

Duties and Responsibilities

Operational

These will include;

1. Co-ordinate and assist in detailed service and performance reviews. Project manage and deliver resulting improvement plans, identifying operational efficiencies and social value elements of changes.
2. To support and maintain all Residential Services IT software systems which will include setting up new users, monitoring, maintaining, testing and ensuring appropriate, compliant system access.
3. To interrogate performance information to identify trends, issues and potential service improvements to the Residential Services Management Team.
4. Escalate issues that cannot be resolved internally with software suppliers or service changes within teams. Be the conduit for ensuring matters are resolved and ensure maintenance and development of high level service delivery. Officers to be responsible and own the matter until satisfactory resolution is delivered, escalating as necessary.
5. Coordinate the implementation of new software releases and patches; create test plans, ensure full testing is carried out, work with relevant parties to resolve any issues and ensure a smooth transition from test to live.

6. To facilitate workshops with end-users, undertake process analysis reviews, develop and document process maps, work flows, identify and delivery support the individual areas during transition.
7. To ensure working procedures and guides are written and developed at the point of change to support the change and the embedding of new processes.
8. To maintain a good understanding of new and emerging departmental requirements and potential solutions. Assist with the research and evaluation of new products and solutions which are to be considered in providing improved service delivery for Housing.
9. Support the service in the use of data reporting tools, including writing, developing and interpreting reports.
10. Present and promote the value of the Business Improvement Team within Residential Services and the Council. This may involve representing the team at internal or external meetings, presentations and dealings with contactors.
11. Provide an end-user training programme in relation to software products used within the department; develop a training programme for current/new employee's, produce supporting documentation and deliver end-user training sessions on a regular basis.
12. Attend various Residential Services meetings to maintain an awareness of staffing needs and opportunities for Business Improvements.
13. To deliver effective and timely operational software support for all of Residential Services.
14. To contribute to the successful delivery of key projects and service initiatives in line with the Residential Services aims, objectives and policies.
15. To undertake data collection, extraction and analysis using SQL, BI, visual studio etc
16. To undertake annual GDPR training and only share data inline with the legislative guidance.
17. To assist in the development of policies and procedures.
18. Research and seek out the latest guidance, legislative changes and best practice.
19. To actively develop professional relationships with stakeholders and partners.
20. Provide a support desk function relating to all Residential Services software provisions, undertake fault diagnoses and ensure the completion of satisfactory resolutions including where necessary liaising between end-users and/or external suppliers.

General

21. To carry out any other duties appropriate to the grading of this post as required by any member of the Residential Services management team.

22. To communicate effectively and openly with staff and customers ensuring engagement as far as possible across all levels.
23. To model the values and behaviours expected from staff that are consistent with “Arun Cares” competency framework.
24. To maintain effective management systems and be responsible for complying with all the Council’s policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding.
25. To ensure that all works completed are in accordance with Arun District Council’s standing orders, financial regulations, legal requirements and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place.
26. To positively represent and promote Arun District Council.
27. To develop effective working relationships with internal and external customers, colleagues and agencies to ensure the highest standards of service are achieved.
28. To maintain comprehensive, accurate, and timely records of all contacts and actions fully utilising all IT systems operated by the Council.

Signature of Postholder :

Date :

Signed Manager :

Date: August 2019