

Hertfordshire County Council

Job Outline



JOB TITLE: Business Improvement Manager
GRADE: M1-M2
REPORTS TO: Head of Business Improvement & Modernisation
TEAM: Business Improvement & Modernisation Team
DEPARTMENT: Adult Care Services

Purpose of the Job

To support improved performance and good practice across Adult Care Services by managing business improvement and transformation projects which respond to changes in legislation, national and local initiatives, and departmental strategic objectives.

Main Areas of Responsibility

- To be responsible for scoping and implementation of small/medium size projects led by the Business Improvement Team (or leading on smaller workstreams of larger projects). To ensure that all project objectives are met in accordance with project, corporate and statutory needs; organisation of relevant project meetings and providing regular updates on progress to relevant project leads. Utilisation of Hertfordshire County Council's project management approach and standard documentation
- To be responsible for ensuring project benefit realisation is planned, tracked and reviewed
- To be responsible for developing and maintaining appropriate finance and information systems ensuring compliance with departmental policies & procedures
- To be responsible for developing and enhancing systems and processes; identifying problems, assessing new ways of working and redesigning processes to ensure that the projects meet agreed service standards, key performance indicators and legislative requirements. This may include maximising use of technology in business processes
- To be responsible for the implementation, as appropriate, of the Council's equalities and data protection policies
- Work proactively to identify opportunities to improve performance and outcomes for Adult Care Services, and champion project management best practice and the Council's 'Smart Worker' approach within Adult Care Services.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Education, Training & Qualifications

- Educated to degree level or equivalent experience
- Project management qualifications (e.g. Prince2) are an advantage but not essential.

Experience, Knowledge, Skills & Abilities

- Proven ability to manage complex projects from beginning to end, across a range of project management/business improvement areas. This could include managing workstreams within larger projects/programmes
- Effective interpersonal skills. Ability to communicate effectively formally and informally with a wide range of stakeholders, and proven ability to influence senior managers. Experience of managing conflict and change
- Business improvement and analytical skills; ability to interpret, summarise and draw conclusions from complex data, particularly in the context of service improvement Experience of undertaking research and competently presenting results to a range of stakeholders
- Strategic focus; proven awareness of wider implications of actions or recommendations
- Ability to work independently and proactively within a clear framework of accountability
- Experience of meeting management e.g. agenda planning, minutes
- Knowledge of local government. Knowledge of legislative and policy drivers in Adult Care Services is an advantage but not essential
- Good working knowledge of Microsoft Office suite. Knowledge of systems used within a social care environment is an advantage but not essential
- Demonstrates HCC's values and behaviours and acts as a role model to influence and develop others and drive forward improvement within the team; understands and takes account of the implications of equality legislation and equality standards for local government.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).