

CUSTOMER EXPERIENCE LEAD OFFICER			
Reference No.	I191.01	Type	Individual
Service	Customer Service Improvement		
Job Family	Professional 2	Grade	FC8

Purpose
<p>Developing and maintaining a consistent approach in improvement related specialisms, such as service planning, risk management, analytics and demographics, process improvement and performance reporting.</p> <p>Maintaining corporate systems, projects and approaches, and ensuring they are deployed effectively.</p> <p>Supporting and challenging Directorates with regards to quality assurance, quality management and governance arrangements.</p> <p>Developing and deploying customer and business insight approaches.</p> <p>Monitoring the impact of corporate approaches to ensure benefits are realised on an ongoing basis, and to identify future improvements.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Advising and challenging Services, Customers and Councillors on how to manage and deliver information and services by identifying, planning and developing approaches, policies and systems.	<p>Educated to SCQF level 9 which includes a Degree or equivalent or equivalent experience</p> <p>Green belt or equivalent in LEAN</p> <p>PRINCE 2</p> <p>Managing Successful Projects (MSP)</p> <p>Risk Management Experience</p> <p>Qualified in a numerate or statistical discipline</p>	<p>✓</p> <p></p> <p></p> <p></p> <p></p> <p>✓</p>	<p></p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p></p>

Role Profile

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Managing and communicating information effectively so that clients are kept up to date with internal and external developments.	Communication skills	✓	
Identifying and managing a range of improvement projects and activities within areas of service delivery in line with agreed standards and deadlines. Maintaining and updating work, project, and programme plans.	Time management skills Prioritisation skills (Take ownership)	✓ ✓	
Maintaining and updating work, project, and programme plans.	Experience of working within a project and/or programme environment (Focus on customers)	✓	
Identifying and managing process improvement activities.	Experience of performance improvement methodologies such as process mapping, service planning and performance reporting (Deliver results - See 'How We Work Matters' Framework)	✓	
Collecting, analysing and interpreting performance, management, risk and other information.	Significant experience of working in an organisational improvement/change management capacity within business change management disciplines	✓	
Delivering analytical products, identifying methods of approach, customer requirements and key datasets.	Experience of information collection, analysis, interpretation, manipulation and solution development	✓	
Using and manipulating data including data cleaning, formatting and presentation.	IT skills, e.g. SQL, VBA, SPSS, GIS, spatial analysis (Embrace technology and information)		✓
Reviewing and monitoring the impact of improvements and systems.	Ability to adapt approaches where appropriate and respond to changing requirements	✓	
Preparing reports for senior managers.	Report writing skills	✓	
Developing and delivering training materials and presentations.	Experience of developing and delivering training materials and presentations	✓	

E = Essential Criteria D = Desirable Criteria

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Supporting staff to deal with more complex issues, and recommending appropriate solutions. Supervising the work of Assistants as appropriate.	Experience of providing advice and guidance	✓	
Monitoring budgets and reporting on resource issues as appropriate.	Experience of budget and resource management	✓	
Leading internal meetings and focus groups including user-group and project meetings.	Ability to work with and co-ordinate a wide variety of people to achieve desired outcomes in a workshop environment (Work together)	✓	
Keeping up to date with agreed areas of practice and to share this expertise across the Council, for example ICT enabled service delivery, quality systems, performance improvement and project management.	Conflict handling skills	✓	
Keeping up to date with agreed areas of practice and to share this expertise across the Council, for example ICT enabled service delivery, quality systems, performance improvement and project management.	Ability to provide a regular and effective service	✓	
Liaising with other Teams and Services to ensure that packages of support are integrated with other relevant areas of work.	Team working skills	✓	
Contributing to the development of Community and Corporate Development plan.	Interpersonal skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results