

Improvement Consultant			
Reference No.	A3963	Type	Generic
Service	Community and Corporate Development		
Job Family	Professional 3	Grade	FC9

Purpose
To lead and deliver, activities, projects and systems which drive and support service delivery, improvement and transformation within Services and across the Council.
To oversee the maintenance of systems, projects and approaches, and ensure they are deployed effectively.
To monitor the impact of approaches to ensure benefits are realised on an ongoing basis, and to identify future improvements.

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
Leading and developing consistent approaches to improvement related specialisms, such as; <ul style="list-style-type: none"> <li>• service planning and performance reporting</li> <li>• analytics and demographics,</li> <li>• process improvement</li> <li>• portfolio, programme and project management</li> </ul>	Proven experience in leading & managing corporate planning and performance review activities within a large organisation (Take Ownership- See 'How We Work Matters' Framework)	✓	
Leading the management, maintenance and improvement of corporate tools, standards and analytical products including identification of methods of approach, customer requirements and key datasets	Proven experience of collection, analysis and interpretation of a range of data including performance and management data and preparation of reports (Embrace technology & information)	✓	

# Role Profile

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Providing the Council with specialist knowledge within an agreed functional area.	Degree level or equivalent experience	✓	
Providing direct support and advice to Directorates to assist them to meet their objectives, leading the development of plans and activities within the functional area.	Able to work collaboratively with others and manage and resolve conflict with/between others. Able to influence at senior management level (Work Together)	✓	
Leading all aspects of project or service delivery in agreed areas, for example; <ul style="list-style-type: none"> <li>• Providing overall project management, business change support, or programme management for strategic improvement work as required.</li> <li>• Leading the development of high quality business cases with clear outcomes, resource requirements and project plans.</li> <li>• Ensuring project, programme and work plans are maintained and updated.</li> </ul>	Experience of leading staff, ideally in planning and research activities (Deliver Results)  Significant role in projects and change management	✓	
Monitoring the impact of improvements and systems robustly against agreed outcomes.	Critical and lateral thinking, situation appraisal, negotiation and issue resolution	✓	
Ensuring performance and management information is analysed and used effectively to reporting and recommending actions to enhance service performance and efficiency.	Experience of service improvement in support of Best Value and the corporate change agenda	✓	
Maintaining knowledge and awareness of changes in legislation, practice and regulation which impact on the functional area. Communicating effectively across the Council to continuously improve service delivery.	Knowledge of the Service and key regulation, legislation and practice issues which affect them.  Able to engage others and shape a culture where there are opportunities for open discussion (Focus on Customers)	✓	
Overseeing the development and delivery of training materials and presentations	Create a pro-active, can-do culture	✓	

E = Essential Criteria D = Desirable Criteria

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Balancing conflicting operational and support demands and priorities, managing the competing priorities in negotiation with corporate partners. Leading areas of service delivery in line with agreed standards and deadlines	Take personal responsibility for completing tasks & ensure they meet agreed outcomes	✓	
Managing budgets (including forecasting, authorising and monitoring spend on team and project budgets) and report on resource issues as appropriate	Able to evaluate the costs and benefits of different plans and approaches  Working knowledge of financial systems and processes within the Council	✓	✓
Managing and reducing operational risk	Risk and impact analysis	✓	
Analysing and interpreting quality control reports produced by others, for senior managers, committees and other groups.	Motivate others through the change process and support others to view change positively	✓	
Leading internal and external meetings including project and team meetings	Ability to provide regular and effective service		✓
Supporting Directorates to improve processes to deliver services in the most efficient and effective ways	Experience of developing and maintaining portfolio, programme and project management processes – Management of Portfolios (MPO), Managing Successful Programmes (MSP) and PRINCE 2. Qualified in a numerate or statistical discipline		✓
Developing and promoting effective partnerships across the Service and the Council, and with key internal and external partners, to support the delivery of outcomes required in the functional area, ensuring a shared understanding and commitment to quality service delivery.	Experience of participation in effective partnership working  Comprehensive understanding of local government and partnership working		✓

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Keeping up to date with agreed areas of knowledge/ practice and to share this expertise across the Council, for example ICT enabled service delivery, quality systems, business improvement, project management, research and analytics.			✓
Carrying out a supervisory role as agreed (Corporate Development staff, project teams or secondments/associates), including training and assessment of work.	Supervisory skills Experience of effective management of performance Experience of objective setting and monitoring		✓ ✓ ✓
Contributing to the development of Community and Corporate Development	Focus on continuous improvement, learning and development.	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Job Title of Specialist tasks</b>			
Graphical Information Systems – lead and develop approaches			
Capital delivery planning			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>