Business Change Lead Officer

Reference No.	A4569	Type	Individual
Service	Assets, Transportation and Environment		
Job Family	Professional 2	Grade	FC8

Purpose

Deliver business change as part of an improvement project or programme introducing new ways of working alongside new technologies in partnership with colleagues in BTS.

Supporting the Business Change, Programme, Project and other Managers as appropriate to ensure that the Directorate provides all customers with value for money services and improved processes.

Monitor the impact of improvement changes to ensure benefits are realised on an ongoing basis and achieve measured 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
Working with services and key business partners across the organisation, by implementing new business processes and making best use of technology.	Educated to SCQF level 9, which includes a Degree or equivalent	✓	
	Green belt or equivalent in LEAN		✓
	PRINCE 2		✓
	Risk management experience		✓

E = Essential Criteria   D = Desirable Criteria

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Analysing business process within the Directorate where the advice given, and decisions made will have a measurable impact on the profitability and/or effectiveness of the Directorate	Evidence of an analytical approach to problem solving and determining creative and practical solutions Process mapping skills	✓ ✓	
Designing and managing tests of new/updated processes. Managing selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions.	Experience of designing and leading the testing of new processes and/or systems (Deliver results – See 'How We Work Matters' Framework)	✓	
Ensuring tests and results are documented, reported to stakeholders and are available for specification of user instructions. Highlighting issues and risks identified during testing to business stakeholders.			
Providing specialist guidance and advice to less experienced colleagues and users to ensure that tests are conducted in an appropriate manner.	Ability to provide a regular and effective service	✓	
Leading and facilitating workshops, focus groups and shadowing services to understand current business processes. This will include collecting, analysing and interpreting performance, management, risk and other relevant information.	Experience of programme/project delivery Negotiating and Influencing Skills (Work together)	✓	
Plan and deliver training as appropriate to groups of staff in new systems and approaches.	Facilitation skills	✓	
Enabling project and operational staff to deal with more complex issues and recommending appropriate solutions. This may include coaching, guiding monitoring and where applicable matrix management of staff.			
Promote a positive culture using "How we work matters" framework	Lead, promote and demonstrate the expected behaviours required within the "How we work matters" framework	✓	
Understanding the impact of change in relation to the customer's and Directorate's business needs and supporting any business change communication to relevant stakeholders.	Customer service skills aligned with organisational and business awareness (Focus on customers)	✓	
Communicating, integrating and managing the transition of business change with mainstream business activities. Work closely with the Business Change Manger responsible for communication and delivery	Communication skills both oral, writing and listening	✓	

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to ensure all stakeholders identified, impact assessments considered, and the change delivered in accordance to policy and strategies.			
Preparing reports and presentations with recommendations, where appropriate, for managers and others to help drive business processes change.	IT skills (Embrace technology and information)	✓	
Reviewing implemented business change by capturing success measures and benefits whilst ensuring any concerns and lessons learned during the process are communicated, shared and addressed.	Experience of initiating and promoting continuous improvement (Take ownership)	✓	
Contributing to the achievement of the Service Change Plan. Delivering performance outcomes that meet Directorate and Service targets. Providing consistent, high quality and customer focused services to the Council, its customers, partners and stakeholders.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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

Before confirming appointment: 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.

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Additional Information – the following information is available:	**Expected Behaviours –** It is essential that you display the following behaviours as they are expected of all our employees:
- Skills Framework (if applicable) **How** we work matters	- Take Ownership - Focus on Customers - Work Together - Embrace Technology & Information - Deliver Results

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