



# Role Profile

## Business Change Lead Officer

Reference No.	I281.01	Type	Individual
Service	Revenue and Commercial Services – BMIU		
Job Family	Professional	Grade	FC8

### Purpose

Responsible for business process analysis within the Directorate to enable services to manage the business of transformational change arising from major initiatives and projects within the Directorate.

Deliver business change by promoting the best use of existing or new technologies by working closely with BTS in line with the Council's wider improvement programme.

Supporting and challenging all managers around business change 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.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Working with services and key business partners across the organisation, by implementing new business processes, including a shared service approach, encouraging self-serve and making best use of technology.	Educated to degree level or equivalent experience Green belt or equivalent in LEAN PRINCE 2 MSP	✓	✓ ✓ ✓

E = Essential Criteria    D = Desirable Criteria

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	Risk Management Experience  Evidence of an analytical approach to problem solving and determining creative and practical solutions  Qualified in a numerate or statistical discipline	  ✓  ✓	    ✓
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	Process Mapping Skills	✓	
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 (“How we work matters” - Work together)	✓  ✓	
Managing a range of improvement projects and activities within areas of the Directorate in line with agreed standards and deadlines. Maintaining and updating work, project and programme plans.	Experience of driving change in designated area	✓	
Ensuring outcomes can be achieved and realised for business change by identifying savings against costs for improved service delivery within the Directorate.	Experience of initiating and promoting continuous improvement	✓	
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.	Facilitation skills	✓	
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)	✓	

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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.	Communication skills both oral, writing and listening  It Skills (Embrace technology and information)	✓  ✓	
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 within BMIU to ensure all stakeholders identified, impact assessments considered and the change delivered in accordance to policy and strategies.	Develop and maintain a positive performance culture, leading review and improvement of services (Take ownership)	✓	
Preparing reports and presentations with recommendations, where appropriate, for senior managers to help drive business processes change.			
Introducing performance measures across Services to ensure: <ul style="list-style-type: none"> <li>• Quality of Service</li> <li>• Adequate resources within services</li> <li>• Attainable goals and timeous service delivery</li> <li>• Accountability and ownership</li> <li>• Clear expectation and empowerment</li> <li>• Promote a positive culture using “How we work matters” framework</li> </ul>	Experience of leading, promoting and demonstrating the expected behaviours required within the “How we work matters” framework	✓	
Driving continuous improvement by ensuring best practice and knowledge sharing is promoted, communicated, cascaded and replicated throughout the Directorate.	Demonstrate strategies and project work delivering efficiencies or savings (Deliver Results)	✓	
Enabling business change support officers to deal with more complex issues, and recommending appropriate solutions. This may include			

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coaching, guiding monitoring and where applicable matrix management of staff.			
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.			

<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>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
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"/>	

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**Additional Information** – the following information is available:

- 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:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results