



Role Profile

Business Change Officer

Reference No.	I287.01	Type	Individual
Service	Revenue and Commercial Services – BMIU		
Job Family	Para Professional 4	Grade	FC6

Purpose

To provide specialist knowledge that helps drive and enable the business of transformational change arising from major initiatives and projects within the Directorate.

To manage and maintain key sources of information and data relating to the Directorate’s projects and programmes.

Supporting and assisting the BMIU to carry out agreed tasks that will help understand and determine business requirements which will lead to improved business process and best use of technology.

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
Implementing new business processes, including a shared service approach, encouraging self-serve and understanding and making best use of technology.	Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent Green belt or equivalent in LEAN PRINCE 2 MSP Experience of process mapping It Skills (Embrace technology and information – See ‘How We Work Matters’ Framework)	✓ ✓	✓ ✓ ✓ ✓

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Assisting in planning and organising the delivery of workshops, focus groups, roadshows, drop in sessions and reviews to help others embrace change and new ways of working.	Customer service skills Experience of organisational and business awareness (Focus on customers)	✓	
Leading on small projects within the team that will have a measurable impact on the profitability and/or effectiveness of the Directorate.	Experience of supporting of colleagues and stakeholders during business change (Work together)	✓	
Engaging with Support Services to look at current “top issues” and develop standard help activities/guides e.g. handy hints.	Experience of initiating and promoting continuous improvement	✓	
Working alongside corporate Communications to plan and agree the appropriate communications vehicle for promoting new ways of working.	Communication skills	✓	
Ensuring regular reviews of FISH information for Support Services and make the appropriate changes to ensure information is up to date and accurate.	Experience of developing and maintaining a positive performance culture, leading review and improvement of services (Take ownership)	✓	
Supporting the BMIU team with Project Office activities and co-ordination of measurements for monitoring purposes, reviewing on any changes embedded and creating End User Guides	Experience of Leading, promoting and demonstrating the expected behaviours required within the “How we work matters” framework	✓	
Helping to introduce performance measures across Services to ensure: <ul style="list-style-type: none"> • Quality of Service • Adequate resources within services • Attainable goals and timeous service delivery • Accountability and ownership • Clear expectation and empowerment • Promote a positive culture using “How we work matters” framework 	Experience of demonstrating strategies and project work delivering efficiencies or savings (Deliver results)	✓	

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Driving continuous improvement by ensuring best practice and knowledge sharing is promoted, communicated, cascaded and replicated throughout the Directorate.			
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				
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"/>	

E = Essential Criteria D = Desirable Criteria

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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