

CUSTOMER EXPERIENCE INFORMATION SPECIALIST			
Reference No.	1189.01	Type	Individual
Service	Customer Service Improvement		
Job Family	Para-Professional 4	Grade	FC6

Purpose
<p>To provide specialist business support that helps drive service delivery, performance improvement and excellence across Fife Council.</p> <p>To manage and maintain key sources of information and data relating to service and corporate systems, projects and approaches.</p> <p>To work with other staff and teams to carry out agreed tasks and roles which support the effective delivery of service and improvement activities.</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
Providing expert advice and guidance to managers on: <ul style="list-style-type: none"> planning programme management project management performance management quality improvement process management 	Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent or equivalent experience in related discipline Green belt or equivalent in LEAN PRINCE 2 Managing Successful Projects (MSP) Qualified in numerate or research related disciplines Ability to provide a regular and effective service	✓ ✓	✓ ✓ ✓ ✓

Role Profile

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
Assisting in day to day provision and management of services including responding to client enquiries, monitoring and maintenance.	Experience of working in a performance, planning, quality or improvement environment (Deliver results - See 'How We Work Matter' Framework)	✓	
Providing on the job training for new start, trainees and where required colleagues in other services.	Team working skills (Work together)	✓	
Facilitating training workshops for project teams across the organisation.	Experience of facilitating workshops	✓	
Supporting staff to deal with more complex issues, and recommending appropriate solutions.	Experience of providing advice and support	✓	
Contributing to the development and maintenance of improvement projects and systems.	Experience of using a variety of management information systems (Embrace technology and information)	✓	
Taking responsibility for agreed elements of work, for example: <ul style="list-style-type: none"> • delivering agreed services in line with relevant standards and deadlines • taking a lead on the implementation of improvement activities • supporting, maintaining and updating project and work plans • maintaining project files and other information • taking the lead on the analysis and interpretation of information • maintaining spreadsheets and performance systems • producing and maintaining of publicity and communication materials • developing and delivering training materials and presentations • liaising with and co-ordination of user groups • liaising with admin teams • monitoring and evaluating activities • monitoring, tracking and reporting on project spend. 	Excellent customer service skills and approach across all areas of work (Focus on customers) Presentation skills Creativity and Innovation skills Experience of working with performance information systems, Data reporting and analysis tools Experience of supporting course design and delivery IT skills including using Geographic Information Systems	✓ ✓ ✓	✓ ✓ ✓

Role Profile

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
Contributing to internal meetings, including team meetings and project meetings.	Ability to travel to and work from various locations throughout and out with Fife	✓	
Liaising with, advising, guiding and persuading services, services, corporate groups and external bodies in relation to agreed work areas and outcomes.	Communication skills	✓	
Contributing to the development of Customer Service Improvement Service Plan.	Research skills (Take ownership)		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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

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