



Role Profile

SWIFT REPLACEMENT LEAD OFFICER			
Reference No.	A4503	Type	Generic
Service	Social Work, Resources		
Job Family	Professional 2	Grade	FC8

Purpose
<p>Developing and maintaining a consistent approach in improvement related specialisms, such as service planning, risk management, analytics and demographics, process improvement and performance reporting.</p> <p>Maintaining corporate systems, projects and approaches, and ensuring they are deployed effectively.</p> <p>Supporting and challenging Directorates with regards to quality assurance, quality management and governance arrangements.</p> <p>Developing and deploying customer and business insight approaches.</p> <p>Monitoring the impact of corporate approaches to ensure benefits are realised on an ongoing basis, and to identify future improvements.</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
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.	<p>Educated to SCQF level 9 which includes a Degree or equivalent or equivalent experience</p> <p>Green belt or equivalent in LEAN</p> <p>PRINCE 2</p> <p>MSP</p>	✓	<p>✓</p> <p>✓</p> <p>✓</p>

E = Essential Criteria D = Desirable Criteria

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	Risk Management Experience Evidence of an analytical approach to problems and effective use of knowledge; Analytical skills Qualified in a numerate or statistical discipline	 ✓	✓ ✓
Managing and communicating information effectively so that clients are kept up to date with internal and external developments.	Communication skills Interpersonal skills	✓ ✓	
Identifying and managing a range of improvement projects and activities within areas of service delivery in line with agreed standards and deadlines. Maintaining and updating work, project, and programme plans.	Evidence of ability to balance effective work programming, meeting deadlines and monitoring with flexibility in reacting to urgent work and changing priorities (Deliver results - See 'How We Work Matters' Framework) Time management skills Prioritisation skills Ability to operate effectively while under pressure and cope with uncertainty (Take ownership)	✓ ✓ ✓ ✓	
Maintaining and updating work, project, and programme plans.	Experience of working within a project and/or programme environment (Focus on customers) Project management skills Experience of projects involved with the introduction of new technologies, systems and new ways of working Ability to provide a regular and effective service	✓ ✓	✓ ✓

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Identifying and managing process improvement activities.	Experience of performance improvement methodologies such as process mapping, service planning and performance reporting	✓	
Collecting, analysing and interpreting performance, management, risk and other information.	Significant experience of working in an organisational improvement/change management capacity within business change management disciplines IT skills, e.g. Microsoft Excel, SQL, VBA, SPSS or similar (Embrace technology and information) Experience of using Geographic Information Systems and spatial analysis	✓	✓ ✓
Delivering analytical products, identifying methods of approach, customer requirements and key datasets.	Experience of information analysis and solution development	✓	
Using and manipulating data including data cleaning, formatting and presentation.	Practical experience and ability to collect, analyse and interpret a range of data, including performance and management data Practical skills in the use and manipulation of data including data cleaning, formatting and presentation	✓	✓
Reviewing and monitoring the impact of improvements and systems.	Ability to adapt approaches where appropriate and respond to changing requirements	✓	
Preparing reports for senior managers.	Report writing skills	✓	
Developing and delivering training materials and presentations.	Experience of developing and delivering training materials and presentations	✓	
Supporting Corporate Development Officer (1) to deal with more complex issues, and recommending appropriate solutions.	Experience of providing advice and guidance	✓	
Monitoring budgets and reporting on resource issues as appropriate.	Experience of budget and resource management	✓	

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Leading internal meetings and focus groups including user-group and project meetings.	Ability to work with and co-ordinate a wide variety of people to achieve desired outcomes in a workshop environment (Work together)	✓	
	Conflict handling skills	✓	
Keeping up to date with agreed areas of practice and to share this expertise across the Council, for example ICT enabled service delivery, quality systems, performance improvement and project management.			
Supervising the work of Assistants as appropriate.	Team working skills	✓	
Liaising with other Teams and Services to ensure that packages of support are integrated with other relevant areas of work.	A flexible approach and the ability to embrace change	✓	
Contributing to the development of SWIFT Replacement plan.			
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:

- 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