



Role Profile

IMPROVEMENT ADVISOR			
Reference No.	SB241	Type	Individual
Service	Various		
Job Family	Professional 1	Grade	FC7

Purpose
<p>As part of ongoing change initiatives the postholder will:</p> <ul style="list-style-type: none"> • Establish and support project governance • Undertake process improvement activity • Support business change and benefits realisation activities <p>To provide project governance, activities and systems which drive and support service delivery, business transformation and excellent customer management across Fife Council.</p> <p>To maintain corporate systems, projects and approaches, and to ensure they are deployed effectively.</p> <p>To monitor 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
Supporting the effective working of corporate programme governance arrangements.	<p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent</p> <p>Green belt or equivalent in LEAN</p>	<p>✓</p>	<p>✓</p>

E = Essential Criteria D = Desirable Criteria

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	Qualification in a recognised a project or programme methodology such as PRINCE 2 or Managing Successful Programmes		✓
Supporting Services to implement corporate approaches and other effective ways of managing and delivering information and services.	Experience of project management and continual improvement Risk Management experience Evidence of positive support for change and change processes (Deliver results)	✓	✓ ✓
Keeping up to date with agreed areas of practice and to share this expertise the Council, for example ICT enabled service delivery, quality systems, performance improvement and project management.	Experience of projects involved with the introduction of new technologies, systems and ways of working (Embrace technology and information – See ‘How We Work Matters’ framework)		✓
Contributing to the development of the major programmes.	Significant experience of working within a project and/or programme environment Experience of construction/facilities management/engineering service or similar in a public sector environment and using operational systems	✓	✓
Monitoring budgets and reporting on resource issues as appropriate.			
Taking forward the development of common approaches, policies and frameworks to support the priorities of the Council.	Significant experience of working in an organisational improvement/change management capacity within business change management disciplines Significant experience of working within a project and/or programme environment	✓ ✓	

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Collecting, analysing and interpreting performance, management and other information.	IT Skills e.g. Microsoft Office/Project or similar Practical experience of collection and analysis of performance and management data and preparation of reports (Take ownership)	✓	✓
Use information about the impact of improvement activity to inform future interventions and approaches.	Experience of process mapping and process improvement/re-engineering	✓	
Using and manipulating data including cleaning, formatting and presentation.			
Managing process improvement activities.			
Providing advice, support and guidance to services, customers and councillors.	Well-developed communication and interpersonal skills Team player with ability to lead on delegated areas (Work together)	✓ ✓	
Managing and communicating information effectively so that clients are kept up to date with internal and external developments.	Ability to work with and co-ordinate a wide variety of people to achieve desired outcomes in a workshop environment	✓	
Preparing reports for senior managers.			
Leading internal meetings and focus groups including user-group and project meetings.	Ability to present issues clearly/concisely and to exercise influencing skills (Focus on customers)	✓	
Develop and deliver training materials and presentations.	Experience of developing and delivering training materials and presentations		✓

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Manage agreed areas of service delivery in line with agreed standards and deadlines.	<p>Prioritisation skills</p> <p>Ability to operate effectively while under pressure and cope with uncertainty</p> <p>Evidence of ability to balance effective work programming, meeting deadlines and monitoring with flexibility in reacting to urgent work and changing priorities</p> <p>Ability to adapt approaches to process work where appropriate and be responsive to changing requirements within the programme</p> <p>Evidence of an analytical approach to problems and an effective use of knowledge</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Liaise with other Teams and Services to ensure that packages of support are integrated with other relevant areas of work.	Ability to provide a regular and effective service	✓	
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: A basic disclosure is required for this post.

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