



Role Profile

Job Title: Business Improvement Coordinator (Facilities Management Services)

Reference No:			
Service:	Facilities Management Services		
Job Family:	Business Management and Improvement	Grade:	FC7

Purpose

Responsible for all aspects of data management within Facilities Management Services. This includes supporting the development of existing systems and IT solutions, harvesting and analysing data from Service specific and Council-wide systems, and providing statistical modelling and performance reports to inform and advise the Service Leadership Team on informed business-related decisions linked to Directorate/Service aims & objectives.

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
Data management and analysis, including; Harvesting, collecting/gathering, analysing and interpreting data and information from corporate and Service specific digital/IT solutions and systems.	Educated to SCQF Level 7 which includes HNC or SVQ Level 3 or equivalent (e.g. business analysis, statistics, economics) or significant relevant professional experience within a similar environment.	✓	
Apply a range of statistical methodologies, including manipulating and cleansing data, and displaying/present findings and performance reports (in a format and frequency agreed) with operational and senior managers.	Experience of working in a discipline with a significant amount of numerical or statistical components.	✓	
	Proficient in data analysis tools and techniques, such as SQL, Excel and data visualisation tools such as Power BI.	✓	

	Excellent verbal, presentation and written skills to present data clearly and effectively.	✓	
	Ability to provide a regular, effective and professional service.	✓	
	IT skills with significant knowledge and advanced user experience of relevant software i.e. Microsoft Excel, Microsoft Word, Microsoft PowerPoint.	✓	
Undertake data analysis and statistical modelling to support service development and improvement.	Experience of working in a performance management or business change & improvement role.	✓	
	Analytical skills	✓	
Identify and advise on trends which are significant for service planning and to inform the use of resources, which improves service delivery and supports strategic decision making.	Knowledge of the important role of data and analysis in relation to making improvements within Facilities Management Services.		✓
Provide timely information in appropriate and agreed formats to meet organisational, Service and national deadlines.	Time management skills	✓	
	Prioritisation skills	✓	
Work closely and in collaboration with the Service Leadership Team, Management Team and Extended Management Team to ensure effective data collection which produces robust, high quality and informative data and performance information.	Communication skills	✓	
	Collaboration skills – to work effectively with cross-functional teams and stakeholders.	✓	
Monitor, track and update/refresh Service Level Agreements in conjunction with partners/Services.	Organisational skills	✓	
Prepare and present performance information/reports for consideration by Directorate Management Team, Service Leadership Team/Service Management Team, Elected Members and other groups as required.	Reporting writing skills	✓	
	Presentation skills	✓	
Responsible for coordinating and gather information/data in response to Corporate Complaints and Freedom of Information requests on behalf of the Service.	Time management and prioritisation skills.	✓	
	Ability to deliver work to strict deadlines (Deliver Results)	✓	
Responsible for coordinating returns for benchmarking to various agencies, organisations i.e. Scottish Government, APSE, ASSISTFM.	Excellent attention to detail and accuracy	✓	

To coordinate, update and refresh data within the Council's performance management system, including risks/issues, KPIs, control measures etc.	Understanding of systems, business processes and performance implications of data.	✓	
	Awareness of GDPR and Data Protection	✓	
Liaising with colleagues across the Service and within other teams/Service areas, collaborating and sharing knowledge and best practice.	Team working skills	✓	
	Communication skills	✓	
	Collaboration skills	✓	
Maximise a range of social media tools to assist with the promotion of the frontline services delivered e.g. school meals, meals on wheels, commercial cafes, and maximise these tools to support the recruitment and selection process to attract and recruit new employees to the Service.	I.T skills	✓	
	Social Media skills	✓	
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:

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
---	---	----------	----------

Job Title (Specialists Tasks)

--	--	--	--

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.

Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>