



# Role Profile

## IMPROVEMENT ASSISTANT

Reference No.	SB242	Type	Generic (1)
Service	Communities		
Job Family	Admin & Clerical 5	Grade	FC5

### Purpose

To manage and maintain key sources of information and data relating to corporate systems.  
 To work with other staff within the team and corporately to carry out agreed tasks and roles which support the effective delivery of improvement activities.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Assisting in the day to day provision and management of services, including responding to client enquiries, monitoring and maintenance.	Educated to SCQF level 7 which includes HNC or Advances Highers or equivalent in relevant discipline	✓	
Contributing to the development and delivery of a culture of continuous improvement with a focus on performance and service improvement.	Experience of working within a customer focussed environment (Focus on customers - See 'How We Work Matters' Framework)	✓	
Supporting the delivery of agreed services in line with relevant standards and deadlines.	Experience of meeting deadlines, planning and organising own work (Deliver results)	✓	
Supporting to maintain and update project and work plans.	Time management skills	✓	
Maintaining spread sheets and performance systems.	Experience of using a variety of management information systems (Embrace technology & information)	✓	
Supporting the production of communication material.	Customer care skills	✓	

E = Essential Criteria D = Desirable Criteria

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Liaising with services and external bodies in relation to work areas and outcomes. Liaising with and co-ordination of user groups, admin teams.	Communication skills	✓	
Monitoring and evaluating activities. Producing high quality and accurate information.	Experience of dealing with issues clearly and concisely (Take Ownership)	✓	
Attending and contributing at internal meeting i.e. including team meetings.	Team working skills (Work together)	✓	
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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### **IMPROVEMENT ASSISTANT – CUSTOMER EXPERIENCE**

To provide specialist business support that helps drive service delivery, performance improvement and excellence across Fife Council. To provide specialised support to manage and maintain key systems, projects and approaches. Provide a high level of support to assist the Information Management & Requests Team to deliver a comprehensive range of information management services.	Experience working with performance information systems, data reporting and analysis tools	✓	
	Influencing skills		✓

### **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