

Person Specification

JOB TITLE : Business Improvement Lead

GRADE : tbc

POST NO :

SERVICE : Customer Access

UNIT : Business Improvement

<u>SELECTION CRITERIA</u>	<u>ESSENTIAL</u> ✓	<u>DESIRABLE</u> ✓	<u>CATEGORY</u>
<u>QUALIFICATIONS</u> A degree-level qualification in a relevant discipline or proven equivalent capabilities in critical thinking, evaluating the strengths and weaknesses of competing arguments and articulating solutions.	✓		C/I
Some evidence of continuous professional Development	✓		C/I
<u>EXPERIENCE/KNOWLEDGE SKILLS</u> Ideally at least five years experience in a significant customer focussed management role	✓		A/I
A clear understanding of the pressures currently facing local authorities and the key factors driving these pressures	✓		I
Proven ability of leading successful cultural change in a frontline service	✓		A/I
Proven experience of managing and planning substantial and complex budgets	✓		A/I
Proven experience of delivering a tangible service improvement within the context of budget constraints	✓		A/I
Demonstrable communications, presentational and relationship-building skills consistent with the need to put across, seek support for new initiative or courses of action	✓		I

<p>A clear understanding of the links between Customer focus and channels of delivery, as well as the ability to make this connection in planning and making decisions on appropriate service delivery for customers</p>	<p>✓</p>		<p>A/I</p>
<p>Proven experience of managing & developing a team of staff engaged in high profile frontline service delivery</p>	<p>✓</p>		<p>A/I</p>
<p>The ability to work collaboratively and proactively across organisational boundaries and maintain an awareness of, and learn from, good and innovative practice elsewhere</p>	<p>✓</p>		<p>A/I</p>
<p>An established network of contact within other authorities</p>		<p>✓</p>	<p>I</p>
<p>Experience of working closely with elected members</p>		<p>✓</p>	<p>I</p>
<p><u>SPECIAL REQUIREMENTS/ATTITUDE</u> A high level of personal resilience in order to challenge prevailing attitudes to effect change in working practices and acceptance of new ways of working. Significant influencing ability in order to persuade staff at all levels of the benefits of a customer focussed channel shift programme</p>	<p>✓</p>		<p>I</p>
<p><u>OTHER</u></p>			

COMPLETED BY: Bindu Arjoon, Assistant Director Customer Access

DATE: January 2015