

Job Description

JOB TITLE	:	Business Improvement Lead
GRADE	:	Subject to JE process
POST NO	:	?
SERVICE	:	Office of Assistant Director Customer Access
UNIT	:	Business Improvement Team
REPORTS TO	:	Assistant Director Customer Access
RESPONSIBLE FOR	:	Business Improvement Team
LIAISON WITH	:	All services, customers, Members, external consultants and suppliers, other local authorities

PURPOSE OF JOB

- To lead and develop a strategic approach for the council to define, design & deliver a Channel Shift program in support of wider organisational change and the digital agenda
- To ensure that Council Services are delivered in on Customer need, to reduce waste and provide a high quality, efficient service, whatever the channel of delivery
- To develop the Council's Digital Strategy.
- To provide effective leadership to all staff working with Customers, promoting a 'can do' culture and strong focus on effective budget and performance management

MAIN ACTIVITIES

1. Report to the Council's Strategic Management Team and the Channel Shift Programme Board on progress on the delivery of the Councils Channel Shift programme, clearly identifying barriers to progress and recommending appropriate action.
2. Ensure the efficient management and reporting on expenditure against the agreed funding for the Council's Channel Shift Programme.
3. Lead and facilitate sessions with service areas to identify: current ways of working and options for future working models, working with managers to ensure positive engagement with staff at all levels.

4. Work with Senior Managers to influence business drivers to enable them to build channel shift and digital delivery into strategic plans.
5. To establish cross-Council forums and protocols for business process reviews
6. Develop and maintain productive working relationships with managers across all services. To challenge current practices and identify best practice to maximise benefits to customers.
7. Ensure effective communication with all staff to promote service redesign that has a focus on digital delivery opportunities, thus maximising the use of appropriate technology. Coach and mentor staff in order to agree key tasks, delivery timelines and work alongside teams to pace delivery.
8. Specify and commission specialist technical resources to deliver technical solutions to improve business processes to optimise service delivery and management information to support operational delivery and strategic decision making.
9. Manage relationships with suppliers and negotiate to ensure that the Council secures best value for money.
10. To collate performance management information relating to the use of various channels and work with services to identify remedial action where required.
11. To develop and promote the use of a suite of continuous improvement tools and techniques: to promote efficiency and effectiveness in working practices.
12. Work with ICT to keep updated on emergent technology to identify and demonstrate opportunities for continuous improvement and integration possibilities to services and managers.
13. Work with the council's support services to develop and implement an internal and external communications plan.
14. Lead on work to identify those residents at risk of Digital Exclusion and work with Council services, ICT and the community & voluntary sector to identify strategies for ensuring access to services.
15. To represent the Council at local and national user groups where it benefits the organization to maintain those contacts.
16. Any other duties commensurate with the role as specified by the Assistant director Customer Access.

DATE LAST UPDATED: January 2015