

## Job Description

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

### PURPOSE OF JOB

- To support the implementation of the council's ongoing Channel Shift Programmes
- To actively engage with Council services to redesign the customer journey processes, including the adoption of self-service and web based interactions
- To identify universal businesses processes wherever practicable, across the organisation, and develop proposals of where the use of shared services would benefit the Council.

### MAIN ACTIVITIES

1. To undertake research into the service areas to understand the current operating model and any forthcoming changes that may impact on process redesign.
2. To research best practice to ensure all opportunities for efficiency, effectiveness and customer experience are maximised when redesigning business processes.
3. Develop and maintain close working relationships with teams across all directorates.
4. Ensure that proposed changes are monitored, measured and implemented with clear quality control.
5. To facilitate meetings and workshops across the council as required with working groups to assist in the identification of failure demand and potential revisions to

current working practices.

6. To prepare any, guidance notes and policies and procedures required to support the business process change.
7. To use customer insight data to actively promote the opportunities for managing and shaping demand.
8. To provide support for Managers and Staff to ensure continuous improvement of processes in service areas. Monitor the effectiveness of any changes made to business processes.
9. To develop strategies with services to introduce effective use of ICT systems and information, ensuring that processes are clearly led by customers need and maximise take up.
10. Improve data integrity by working with services to ensure that customers' addresses and other information is accurate and consistent across all departments' databases or IT systems.
11. Identify solutions for providing Management Information through existing and new systems, using automated reports where possible.
12. Responsibility for communication on issues related to data security, data protection and validating customers' identities online.
13. Any further duties commensurate with the role as advised by the Business Improvement Lead or Assistant Director Customer Access.

**DATE LAST UPDATED:** January 2015