

Person Specification

JOB TITLE : Business Improvement Analyst

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>			
Educated to A level standard or have equivalent experience	✓		C/I
Evidence of continuous professional Development	✓		C/I
<u>EXPERIENCE/KNOWLEDGE SKILLS</u>			
Demonstrable experience in a significant customer focussed management role ideally 3 years	✓		A/I
A clear understanding of the challenges currently facing local authorities and the key factors driving these pressures		✓	I
Experience of supporting business change in a frontline service (s)	✓		A/I
Demonstrable communications, presentational and relationship-building skills consistent with the need to seek support for new initiative or course of action	✓		I
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 development proposals for appropriate service delivery for customers	✓		A/I
Sound analytical skills	✓		A/I
Ability to prioritise own workload	✓		A/I

Well developed IT Skills, experience of Microsoft Office and ability to use complex IT systems, including the ability to work with IT analysts on developing customer focussed business rules	✓		A/I
Proven experience in working collaboratively and proactively across organisational boundaries	✓		I
Experience of using innovating approaches in business improvement and redesign techniques.		✓	A/I
Experience of effective and measured business process redesign	✓		A/I
Project management experience		✓	A/I
<u>SPECIAL REQUIREMENTS/ATTITUDE</u> A high level of personal resilience in order to challenge prevailing attitudes to effect positive change in working practices and acceptance of new ways of working.	✓		I
Demonstrable experience of influencing managers and staff to persuade them of the benefits of a customer focussed channel shift programme		✓	I
<u>OTHER</u>			

COMPLETED BY: Bindu Arjoon, Assistant Director Customer Access

DATE: January 2015