

Role Profile



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| Reference Number | MUL192 |
| Role Title | Service Improvement Specialist |
| Directorate | Multiple |
| Department | Multiple |
| Reports to | Service Manager / Head of Service |

Role Purpose

To ensure high quality services which are compliant, modern and effective across the council to improve outcomes for customers and ensure value for money.

To work with the wider sector nationally as well as internal and external partners/teams to shape and develop services for BCP Council that are excellent.

Accountabilities

- Conduct audits and reviews to identify areas in need to improvement and inform quality improvement action plans.
- Collate, analyse, and interrogate data to assess performance against defined indicators, identify key themes, and make recommendations for service improvements. Embed a performance management culture as a basis to further improve services.
- Ensure effective service planning to move delivery across multiple partners forwards.
- Develop improvement programmes across teams picking up national good practice.
- Provide subject-matter expertise and advice to colleagues to support service standards, continual improvement and effectiveness.
- Develop and manage relationships with a broad range of stakeholders, attend meetings to represent the service area, develop effective ways to engage with the market and establish effective approaches to joint working and conflict resolution to benefit service users.
- Co-ordinate the involvement of stakeholders and customers to help ensure that commissioning activity is robust, sustainable, and designed and delivered in accordance with needs.
- Actively research identified key focus areas and champion best practice, leading on projects and implementation of improvements where appropriate to improve service standards and outcomes against defined criteria.
- Ensure the effective procurement of services in line with the strategic direction which deliver excellent value for money and joined up service delivery.
- Assist in developing a culture of continuous learning, outward focus and effective partnership working across internal and external teams to drive improvements forwards.

Knowledge / Skills / Experience required

- Qualification in service specialism or be able to demonstrate significant equivalent knowledge, skills and experience in related issues
- In-depth knowledge of national policy and practice related to service area
- Established network of industry contacts locally and nationally
- Professional competence in relation to service development, service planning and procurement
- Excellent data analysis abilities
- Proven leadership skills to bring about change and motivating teams and partners
- Proven structured and strategic approach with excellent project and programme management skills
- Experience of leading high profile innovative projects which have a wide-ranging impact and reputational risk for the council
- Strategic thinking
- Excellent report writing skills
- Excellent presentation skills to communicate with high level audiences, establish a national network of contacts and liaise closely with all colleagues
- Excellent negotiation skills and diplomacy to work with a wide range of stakeholders on complex and contentious issues

Dimensions of role

- This role will work closely with many teams and may have a small number of direct reports to deliver day to day objectives.
- The role does not have any financial delegation.
- Planning will typically be weeks and months. The role holder will need to be proactive and respond to queries and be able to organise their own time.

Notes

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| Date: | 13/4/21 |
| Working Conditions: | <ul style="list-style-type: none">• Usually office based or working from home. Will involve working with partners and service users on site. |
| Working Arrangements: | <ul style="list-style-type: none">• The role holder may be required to work outside core office hours. |