

Role Profile

Role Title:	Service Improvement Officer
Department:	Portfolio Management and Customer Experience
Role Purpose:	Implement and assist the design of a continuous service improvement framework, providing analytical support to business areas. Working proactively with customer facing teams to identify opportunities for improvements in process, services, systems and technology, along with designing, delivering, monitoring and leading in the implementation of these changes.
Reporting to:	Service Improvement Manager
Responsible for:	N/A
Disclosure level:	N/A
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>To act as the co-ordinator with key business leads; identify service requirements and help implement changes.</p> <p>To implement and assist in the management of an effective continuous improvement framework, in order to improve outcomes for customers.</p> <p>To provide analytical support to collating business requirements and delivery of business reports, transfer of knowledge to colleagues</p> <p>Assist service teams and service units to analyse and interrogate data, relating to their own performance to enable them to establish methods of improving services</p> <p>To ensure that systems are in place to identify and resolve all service failures by creating collaborative problem solving and learning opportunities across the organisation. Monitor and maintain systems in place to measure and report on service improvement activities within agreed formats and timescales.</p> <p>To research best practice in both the public and private sector suggesting and implementing solutions.</p> <p>Manage and oversee appropriate service improvement action/project plans, ensuring systems are in place to monitor improvements and to ensure execution of the plans against agreed-upon deadlines.</p> <p>Delivery of service improvement projects to agreed quality and time,</p>
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	<p>ensuring key stakeholders are engaged and involved at all relevant stages. Identify interdependencies between departments and/or processes and work closely with peers to implement service improvements.</p> <p>To identify and work closely with relevant representatives from within the business areas to gather requirements, develop a detailed understanding of the change requirements and work with customer facing teams to design, develop and implement changes in line with the action plan following each service improvement review.</p> <p>To ensure the timely reporting and effective communication of accurate, reliable and validated business performance data and information gained through formal and informal complaints and other feedback mechanisms on service delivery</p> <p>Own, develop and maintain working instructions describing the production process for reports and analytical processes</p>
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Education, Qualifications and Training	Degree level or equivalent technical level of expertise gained from related work activities
Knowledge and Experience	<p>Proven customer focus, able to address the needs of external and internal customers with consistency and appropriate sensitivity</p> <p>Excellent analytical ability, with experience of using Excel at an intermediate to advanced level</p> <p>The ability to produce and present complex reports, policies and strategies to a variety of audiences - both internal and external.</p> <p>A proven track record of quality process improvement</p>
Role Specific Skills & Behaviours	<p>Report design within the organisations data extraction system and interpretation of the relevant data warehouse.</p> <p>Excellent research and analytical skills,</p> <p>Ability to communicate information in a way suited to the needs of the end user, both internal and external.</p> <p>Able to design, develop and implement service improvement initiatives, understanding how changes and solutions impact the stakeholders' operations, processes, and behaviours to maximize the success new solutions and their business value</p>