CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Adult Social Care** | **SERVICE GROUP: People Commissioning & Business Support** |
| **POST TITLE: Business Improvement and Development Officer** | **REPORTS TO: Transformation and Business Change Manager** |
| **GRADE: PO3** | **TAP POSITION NUMBER:**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

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| **Key Purpose of Post:**  |
| 1. To lead on business improvement activity that ensures that business processes, policies, procedures and work flows are compliant with the duties set out in Care Act and they meet the needs of people we support. Where appropriate applying a recognised business improvement methodology e.g. Lean Six Sigma.
2. To work with Service Managers and Team Managers across Adult Social Care to undertake and implement end to end Business Process Review of business policies, processes, procedures and functions to ensure they are resilient, cost effective and self sufficient.
3. To provide programme manager expertise to support the implementation of the ASC Case Management System transformation, ensuring that all workstreams and pathways are delivered to the key timescales by planning, monitoring and controlling specific assigned project(s) from start up to completion using recognised Project and Programme Management methods (e.g. Prince2, MSP) and tools.
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| **Main Responsibilities of Post:**  |
| * + - 1. To lead on business improvement activity that ensures that business processes, policies, procedures and work flows are compliant with the duties set out in Care Act and they meet the needs of people we support.
			2. To work with Service Managers and Team Managers across Adult Social Care to undertake and implement end to end Business Process Review of business policies, processes, procedures and functions to ensure they are resilient, cost effective and self sufficient.
			3. To take a lead role in developing, interrogating and using management intelligence to identify areas of focus for improvement, innovation and transformation. To research best practice, innovation opportunities, future trends and business developments to support the improvement and transformation of Priority workstream areas as agreed by DMT to support the ASC Case Management System transformation.
			4. To lead on the successful implementation of the ASC Case Management System transformation workstreams, focusing on work required to ensure the Review and Implementation plan meets Service, Departmental and Council’s corporate priorities and ensuring that positive and improved outcomes are achieved for the district.
			5. To develop a project plan, identify risks, requirements for review, refresh and implementation. Working with the Transformation and Business Change Manager and the Head of Transformation to ensure that the implementation plan is aligned to and compliments the wider ASC transformation and Change Programme.
			6. To undertake horizon scanning and benchmarking to ensure that the improvement activity reflects best practice and lessons learned, while meeting legislative requirements.
			7. To represent the Department at key meetings in line with the implementation of the ASC Case Management System transformation. To develop effective relationships with key internal stakeholders, ensuring a high degree of organisational visibility of the programme, that its purposes are well understood and building effective multi-disciplinary links with those responsible for commissioning, contracting, financing and procuring the services included in the programme
			8. To influence, support and work with senior leadership to drive forward the ASC Case Management System transformation by embedding and supporting a learning and responsive management culture based on championing high standards of performance through clear programme and project planning. Take lead responsibility for effective stakeholder management, to identify and realise the benefits of the Programme and their linkages to other Council and partner Programmes in line with corporate priorities for the District.
			9. To work with Service and Team managers to manage the associated compliance and monitoring framework, including designing and delivering training for the implementation and embedding of the ASC Case Management System transformation, working alongside the Learning & Development Performance Lead on a “as and when” required basis.
			10. To contribute significantly to the Programme function by providing guidance and advice around the Council’s corporate Programme and Project management methodology, ensuring consistency and compliance across the Council. This will include oversee and direct consultation with service users and providers to seek feedback to ensure continuous improvement.
			11. Responsible for the development and management of effective governance arrangements, performance and monitoring measures and procedures for the relationship with key stakeholder groups including Adult Social Care Department Services/Team, Elected Members, Government Departments and Senior Officers of the Council and other Partner Organisations to ensure successful implementation of the Change Programme.
			12. To ensure project and programme documentation is produced and maintained, including project briefs, project initiation documents, business cases, stakeholder plans, communication plans, performance plans and monitoring arrangements, programme audit trail – including decision tracker etc. This will include programme and project risk and issue logs and for reporting to the Health and Wellbeing Transformation DMT to ensure risks are managed and mitigated, while also establishing, leading, managing and monitoring the various Project Delivery Teams to ensure effective and efficient delivery of Care Act Policy and Procedures programme.
			13. To professionally represent the ASC and the Authority as required at internal and external networking events, conferences and meetings as required. To investigate, share and transfer best practice to improve capacity within the Department and Council, while ensuring all possible lessons learned and knowledge transfer opportunities are exploited.
			14. To write, draft and contribute (as appropriate) to the preparation and presentation of reports, in a pre-agreed format to relevant governance bodies including Project task and finish Groups, Health and Wellbeing Transformation Board, Council Change Programme Board and Executive.
			15. To work in accordance with Council Financial Regulations and Standing Orders to manage the use of resources and agreements allocated to major projects. Where appropriate to manage external consultants’ and private sector advisors and ensure their compatibility with major project and overall programme plans.
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| **Structure** |
| **Special Knowledge Requirement: Will be used in shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |
|  | **Essential** |
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| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level (which will be implemented where the post requires a greater level of sensitive interaction with the public e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview:a) Can express themselves fluently and spontaneously , almosteffortlesslyb) Only the requirement to explain difficult concepts simply hinders anatural smooth flow of language | X |
| Demonstrates project planning and management skills | X |
| Able to successfully manage projects from initiation through to completion, including the development and introduction of new systems, interventions, policies and procedures related activity | X |
| Demonstrate effective relationship management skills across different organisations and levels to successfully deliver programme outcomes | X |
| Demonstrates understanding of public sector functions and processes, corporate accountability and citizen accountability. | X |
| Creates well defined projects and programme management processes. | X |
| Able to carry out policy review, policy writing, business analysis, programme management, project management, business process testing, change implementation planning and management, organisation design and implementation and benefits management. | X |
| Carry out analysis of and report information and data from a range of sources to identify financial and other issues, resolve problems and ensure compliance with statutory and financial procedures and requirements. | X |
| Able to apply knowledge of the latest national and professional thinking, systems and practice relating to the role and an ability to use this knowledge flexibly in the context of legislation, national and local policy research and political policy proposals | X |
| Moves the Council forward by planning, commissioning, securing and monitoring outcome focussed services to meet District needs and achieve value for money. | X |
| Demonstrates the ability to achieve and sustain measurable improvements and transformational change whilst ensuring economy, efficiency and effectiveness | X |
| **Relevant experience requirement: Will be used in shortlisting** |
| Experience of operating at a senior level working within a large multifunctional public service organisation (Clinical Commissioning Group (CCG), Local Authority or working in integrated NHS/Local Authority Setting) and in a service area relevant to the specific post. |
| Experience of undertaking business policy and procedures reviews, refresh and implementation to meet statutory requirement including the Care Act |
| Experience of supporting business policy, process and systems change |
| Programme and project management experience  |
| **Relevant professional qualifications requirement: Will be used in shortlisting** |
| NQF Level 5 - Foundation Degree, diploma or equivalent and Qualification, training or experience in Project Management. |
| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management** – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |
| **Working Conditions:**   |
| Must be able to work evenings, weekends and bank holidays as required by the needs of the Service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
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| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
| **Compiled by: Imran Rathore** **Date: 25.08.21** | **Grade Assessment Date: 13.08.21** | **Post Grade: PO3**  |