**Role Profile**

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| **Job title:** Business Improvement Officer |
| **Department:** Business Services |
| **Reports to:**  Business Improvement Manager |
| **Grade:** 5 |
| **Staff responsibility:** None |

**Organisational Structure**

Head of Business Improvement

Business Improvement Manager

Business Improvement Officer

**Job Purpose**

Contributes to the continuous improvement of the Association and its services for customers.

**Key Accountabilities**

* Work with colleagues to undertake effective project planning
* Deliver on assigned projects
* Monitor and report on project progress
* Manage relationships with relevant external contractors
* Manage project related communication
* Produce reporting and analysis relevant to the projects being delivered
* Produce performance information for the association
* Carry out and produce research
* Provide effective business support as part of the overall Business Improvement Service
* Adopt a Partnership approach to working with colleagues across the organisation
* Deliver project related training to colleagues
* Facilitate consultation with relevant stakeholders
* Put in place effective documentation for projects and related processes
* Provide reports and briefings to and for the Head of Service as required
* Provide a high level of customer service when dealing with internal and external customers
* Adhere to the Association’s Health & Safety Policy
* Carry out any other reasonable tasks as required
* Carry out the role using the core values of the organisation as guidance

**Person Specification**

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| **Education & Experience** |
| * Educated to degree level OR equivalent qualification OR relevant experience in a similar role |
| **Knowledge** |
| * Experience of project based work including development of policies and procedures * Administration and maintenance of management information systems * Experience of delivery training to colleagues * IT literacy, particularly in standard MS office applications * Ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines |
| **Skills and Abilities** |
| **Essential:**   * Excellent verbal and written communication skills with individuals at all technical levels * Project Management skills * Proven track record for delivery of projects on time and within budget * Excellent IT competency with the ability to understand interactions between different IT systems * Able to accept responsibility and work on own initiative * Confident, enthusiastic, flexible and adaptable * A positive and creative problem solving attitude * Strong interpersonal skills to build and maintain working relationships and work as part of a team * Customer and outcome focussed * Willingness to travel and able to occasionally stay away from home overnight   **Desirable**   * Valid driver’s licence and car available for occasional business use * Experience of producing, monitoring and analysing KPI’s, SLA’s and statistics * Process mapping experience * Experience of delivering training to colleagues * Experience of working with multiple stakeholders and building relationships * Change management experience * Presentation skills * Experience and understanding of continuous improvement concepts and practices * Knowledge of housing management information systems * Ability to interpret and analyse all types of data |
| **Personal Qualities** |
| * Compliance analyses, (*interprets and evaluates complex information arriving at logical deductions and conclusions)* * Fact Finding (*uses investigative skills and research to gather information relevant to organisational issues, trends and problems)* * Following through (*establishes procedures and monitors the progress and results of plans and activities to ensure that goals are achieved)* * Integrity (*maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)* * Learning ability (*assimilates and applies new, job-related information in a timely manner)* * Listening (*draws out opinions and information from others in face-to-face interaction)* * Communication skills *(is proficient in both written and verbal communication)* * Personal Impact (*creates a positive first impression, commands attention and respect, and is socially confident)* * Political/Organisational Awareness (*considers probable support or opposition to ideas or action in terms of external, organisational, professional or sectional interests and constraints)* * Prioritising (*accurately assesses the relative importance of objectives, activities and events in relation to organisational goals)* * Resilience (*is able to maintain high performance levels under pressure and/or opposition and is able to maintain composure in the face of disappointments, criticism and/or rejection)* * Teamwork (*co-operates with others and is able, where appropriate, to complement the roles of others by taking on the role of leader, peer or subordinate).* * Tenacity (*stays with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable)* * Time Management ( *is able to plan and organise own use of time, meets deadlines, and does not have to rely on the last minute).* |