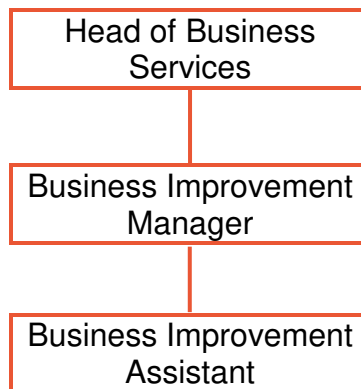


Role Profile

Job title: Business Improvement Assistant (Quality & Performance and IT)
Department: Business Services
Reports to: Business Improvement Manager
Grade: 3
Staff responsibility: none

Organisational Structure



Job Purpose

To provide administrative support within Business Services, specifically for functions related to Quality & Performance and IT as detailed.

Key Accountabilities

- Commit to the principles of continuous improvement and support its achievement
- Produce reporting and analysis relevant to the projects being delivered
- Produce performance information for the association
- Manage the extraction and handling of data from for variety of systems to support performance and regulatory reporting
- Promote the effective use of all available systems and provide support and basic training where required.
- Contribute and update performance information as required on CHAT
- Administrative Support for the Business Improvement Manager and Officers (Quality & Performance and IT) including project meetings as required.
- Attendance at appropriate forums

- Establishing and maintaining centralised files for the Quality and Performance function.
- Provide effective business support as part of the overall Business Improvement Service
- 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

Education

- Desired experience is to be educated to HND level/other relevant qualification or three years relevant experience in a similar role

Experience

Essential

- Excellent numeracy skills
- Excellent verbal and written communication skills
- Good planning and time management skills
- Ability to engage with different stakeholders

Desirable

- Experience of process mapping
- Experience within a project team role
- Experience within a reporting environment
- Relevant professional qualification

Knowledge

- Knowledge of continuous improvement and change
- Knowledge of process mapping
- Knowledge of project management principles

Skills and Abilities

- High attention to detail and accuracy
- Common sense approach to problem solving
- Ability to prioritise their workload, work independently and to strict deadlines
- Excellent IT skills, specifically Excel, Powerpoint & Outlook
- Ability to communicate with all members of staff
- Ability to interpret customer requirements
- Experience with reporting and data analysis

Personal Qualities

- Analytical thinker
- Committed to continuous Personal Development
- Proactive problem solver
- Interest in innovation
- Integrity
- Excellent communicator

Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance