**Role Profile**

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

**Organisational Structure**

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| Head of Business Services |

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| Business Improvement Manager |

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| Business Improvement Assistant  |

**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**

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| **Education** |
| * Desired experience is to be educated to HND level/other relevant qualification or three years relevant experience in a similar role
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| **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
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| **Knowledge** |
| * Knowledge of continuous improvement and change
* Knowledge of process mapping
* Knowledge of project management principles
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| **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
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| **Personal Qualities** |
| * Analytical thinker
* Committed to continuous Personal Development
* Proactive problem solver
* Interest in innovation
* Integrity
* Excellent communicator
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**Core Competencies**

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