

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Business Improvement Assistant

**Location:** Edinburgh

**Team/Directorate:** Business Services

**Responsible To:** Business Improvement Manager

**Responsible For:** N/A

# 2. JOB PURPOSE

Support the Business Improvement team with specific focus on performance reporting, hardware management, end user support and helpdesk. Contribute to the delivery of the Business Improvement strategy and other strategic objectives across the Group.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Demonstrate the principles of continuous improvement in all tasks and promote these principles through partnership working with colleagues across the Group to embed continuous improvement
* Co-ordinate the production and timely delivery of performance information for both Boards and the management teams within the Group to assist in identifying areas for performance improvement and inform the strategic decision-making process.
* Extract and manipulate data from a variety of sources for the production of regulatory reporting to help the Group to fulfil its regulatory obligations
* Promote the effective use of all available business systems and devices to ensure staff have the right tools to support service delivery.
* Assist the Officers with the deployment and update of mobile working devices to minimise the risk of security breaches.
* Assist the officers to provide updates and information for all staff relating to IT and Business Improvement matters via Group communication channels to assist with staff engagement around continuous improvement.
* Assist the Business Improvement Manager and Officers arrange meetings and to support partnership working across the Group and all locations.
* Provide effective project admin support to the Business Improvement team to facilitate the delivery of the Business Improvement strategy and achieve Group strategic goals.
* Monitor and process supplier invoices and billing to assist the Business Improvement Manager with budget control.
* Contribute to and participate in team meetings to ensure priorities are agreed in order to support the effective delivery of Business Improvement services.

**3.2 Key Performance Indicators**

# Achieve high levels of internal satisfaction with Business Improvement – 9/10

* Delivery of accurate KPI information within timescale

# 3.3 Key Contacts – Internal & External

# Staff Members - Cairn Group (All Staff), Cairn Board, ANCHO Board

External Partners – TSG, SHN, SFHA, SHR, Netcall

External Suppliers - O2, Ricoh

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Business Improvement Assistant**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | * HND level/other relevant qualification or 3 years relevant experience in a similar business support / reporting role |  |
| Experience | * Experience within a project team role * Experience within a performance reporting environment * Experience in a continuous improvement environment * Experience of process mapping * Experience of records management * Experience of dealing with suppliers |  |
| Knowledge | * Knowledge of continuous improvement and change principles * Knowledge of process mapping * Knowledge of project management principles * Detailed knowledge of O365 applications specifically, Excel and Powerpoint | * Knowledge of the Social Housing Sector in Scotland |
| Skills | * Excellent numeracy skills * Excellent verbal and written communication skills * Attention to detail and accuracy * Logical approach to problem solving * Ability to prioritise workload, work independently and to strict deadlines * Excellent IT skills, specifically O365, Powerpoint and Excel * Ability to communicate with all members of staff * Ability to interpret customer requirements * Experience with reporting and data analysis |  |
| Personal attributes | * Confident, enthusiastic, flexible and adaptable * A positive and creative problem-solving analytical thinker * Strong interpersonal skills to build and maintain working relationships and work as part of a team * Customer and outcome focussed * Ability to assesses the importance of objectives, activities and events in relation to organisational goals * Able to maintain high performance levels under pressure and/or opposition * Resilient in the face of disappointments, criticism or failures * Ability to plan and organise own use of time effectively to meet deadlines and priorities * Use initiative to gather information relevant to organisational issues, trends * Proactively applies new, job-related skills and approaches to improve service delivery |  |
| Additional requirements | * This role is based in the Edinburgh office but supports the Group and it’s locations * Willingness to travel to other office locations and remote sites and able to occasionally stay away from home overnight * This role is eligible for flexible and home working arrangements as authorised by the BIM. |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**