

**Job Description**

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

**Job Title:** Business Improvement Officer

**Location:** Edinburgh

**Team/Directorate:** Business Services

**Responsible To:** Business Improvement Manager

**Responsible For:** N/A

# 2. JOB PURPOSE

Support and deliver continuous improvement across the Cairn group, focussing on performance reporting and delivery of projects aligned with the strategic priorities of the wider Group, the Business Improvement Strategy, and the Digital Transformation Strategy.

### 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 these within the organisation.
* Co-ordinate the production and timely delivery of performance information for Board members, management teams and across the Group, to assist in the identification of areas for performance improvement and to inform the strategic decision-making process.
* Promote the effective use of all available business systems and devices to ensure staff have the right tools to support service delivery.
* Provide, support, and facilitate training where required, to ensure staff have the right skills to deliver excellent customer service.
* Provide effective and efficient technical support and configuration for the Group’s management information systems to ensure optimum support of the Group’s business processes.
* Deliver assigned projects, and support and participate in other project groups aligned to the delivery of strategic priorities across the Group.
* Monitor and produce reporting and analysis on assigned projects against planned objectives, time and resource; identify and escalate any discrepancies to management as required.
* Work with external suppliers and management information systems to extract, consolidate and manipulate data for the production of performance and regulatory reporting, to help the Group fulfil its regulatory obligations.
* Advise on the suitability and potential of new applications and technologies to support digital transformation.
* Adopt a Partnership approach to working with colleagues across the group, so that common objectives and agreed outcomes are achieved.
* Create effective project, process, and procedure documentation to assist staff in the understanding of their responsibilities and role in delivering services.
* Work with external IT support partners to facilitate the resolution of system-specific IT support issues and requests from end users across the group.
* Contribute to and participate in team meetings to ensure effective prioritisation and delivery of Business Improvement services.
* For critical systems and applications, transfer knowledge to and upskill other members of the BI team, and maintain process and system administration documentation, with the purpose of ensuring business continuity of services during periods of leave/sickness absence or staff turnover.
* Manage projects and relationships with external contractors to maximise and develop functionality within key business systems, allowing efficient and effective delivery of support and frontline services across the group.
* Co-ordinate and assist with the delivery of self-assessment submissions for continuous improvement frameworks, to gain impartial feedback and assessment on performance, governance and processes across the Group.
* Design, develop, implement, and manage key processes and workflows within Cairn systems, to increase the efficiency and provision of digital and mobile services to customers and colleagues.
* Analyse performance and other management information using analytical thinking and continuous improvement approaches, to creatively solve problems and reduce wastage of time and effort across the Group.

**3.2 Key Performance Indicators**

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

* Delivery of agreed projects within timescales
* Delivery of accurate and timely regulatory reporting
* Delivery of accurate and timely performance reporting

# 3.3 Key Contacts – Internal & External

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

External Bodies – Scottish Housing Regulator, Scottish Housing Network, HouseMark, Auditors, Quality Scotland, Best Companies, SPSO

External Customers – Abbeyfield Scotland

External Support Partners – Connexions, TSG, Netcall, Castleton

External Suppliers – Capita, Clearview, Epix, PIMSS, Netcall, Natural HR, Mobysoft, Castleton, House Exchange,

External Contractors – Rodgers & Johnston (Repairs), Kingdom Gas, Heatcare Oil & Gas

# 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 Officer**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | * Academic qualification and / or relevant industry qualification (continuous improvement) or * Significant experience (3 yrs) in a similar role | * Project Management qualification |
| Experience | * Experience of producing, monitoring and analysing data for KPI’s, SLA’s and other performance reporting requirements * Experience of creating process maps and supporting documentation. * Experience of working with multiple stakeholders and building relationships through partnership working * Experience and understanding of continuous improvement concepts and practices * Excellent verbal and written communication skills with individuals at all levels * Experience of different project management approaches * Proven track record for delivery of projects | * Change management experience * Experience of delivering training to colleagues at all levels * Experience around target setting for Key Performance Indicators |
| Knowledge | * Development of policies and procedures * Administration and maintenance of management information systems and applications * Project management methodologies and approaches * Knowledge of data extraction, presentation and analysis * Understanding of relational databases and report specification and creation * Awareness of benchmarking practices * Continuous improvement methodologies * Process mapping engineering techniques | * Knowledge of housing management information systems * Regulatory Reporting requirements within the Housing Sector * Awareness of continuous improvement models and framework * Knowledge of Low Code Development Platforms |
| Skills | * Excellent verbal and written communication skills with individuals at all levels * Presentation skills * Project Management skills * Excellent IT competency with the ability to understand interactions between complex IT / business systems and applications * Excellent time management and planning skills * Process engineering skills * Ability to create effective working partnerships at all levels * Excellent attention to detail |  |
| Personal attributes | * Confident, enthusiastic, flexible and adaptable * A positive and creative problem-solving attitude * Strong interpersonal skills and ability to maintain good working relationships and work as part of a team * Customer and outcome focussed * Able 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 * Demonstrates team work and can take on the role of leader, peer, or subordinate * Able to plan and organise own use of time effectively to meet deadlines and priorities * Can use initiative to gather information relevant to organisational issues, trends and problems, and can establish processes to monitor progress and activities to ensure that goals are achieved * Is proactive is the application of new skills and approaches to improve service delivery * Able to scrutinise and challenge working practices and approaches |  |
| Additional requirements | * This role is based in the Edinburgh office but supports the Group and its locations * Willingness to travel and to able to occasionally stay away from home overnight * This role is eligible for flexible and home working arrangements as authorised by the BIM. | * Valid driver’s licence and car available for business use |

**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.**