

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Business Improvement Assistant		<b>Director/Service/Sector:</b> Place, Business Support		<b>Office Use</b>	
<b>Grade:</b> Band 4		<b>Workplace:</b> County Hall		JE ref: 2856 HRMS ref:	
<b>Responsible to:</b> Business Improvement Team Leader		<b>Date:</b> 13 June 2014			
<b>Job Purpose:</b> To assist in the production of Service Plans, Key Performance Indicators and Risk scoring for all business areas. To support the effective management of the Division through the provision of accurate, timely and well presented information and performance data. To facilitate the development of management information and information systems. To assist in the analysis of key information and data to support decision making around service improvements.					
<b>Resources</b>	Staff	None			
	Finance	None			
	Physical	Responsible for the collection, maintenance and interpretation of significant bodies of corporate data. System admin responsibilities for a number of IT systems.			
	Clients	Shared responsibility for the development of systems, procedures and service delivery			
<b>Duties and key result areas:</b>					
<ol style="list-style-type: none"> <li>1. Assist in the production of Service Plans for all areas of the business. Advising &amp; assisting Senior Managers.</li> <li>2. Determine and analyse the Key Performance Indicators required in order to accurately measure service plan objectives. Escalate issues through to resolution.</li> <li>3. Develop Balanced Score Cards showing Key Performance Indicator scores for all areas of the business.</li> <li>4. Carry out risk management and scoring. Including the use of the Magique system.</li> <li>5. Review and develop Management Information and Management information systems to ensure they meet the changing needs of the business.</li> <li>6. Produce management information in a form appropriate to the needs of the business, liaising with management to ensure its continuing relevance.</li> <li>7. Develop and produce reports from various data sources using Microsoft report builder and other advanced tools.</li> <li>8. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute performance management, financial data and statutory returns in accordance with predetermined boundaries or as instructed where there is a high demand for accuracy and precision.</li> <li>9. Individually and as part of the team provide general office support; filing, handling mail, dealing with callers/visitors, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards.</li> <li>10. Operate financial and performance management information systems that support the aims of the group and manage and administer records in accordance with relevant statutory requirements.</li> <li>11. Carry out independently or as part of a team projects to implement and improve IT and other data collection systems and support LEAN reviews.</li> <li>12. Map and review processes within the business area. Use software tools to analyse and improve processes and performance.</li> <li>13. Approval of orders and requisitions ensuring compliance with Financial Regulations</li> <li>14. Respond to enquiries both verbally and in writing.</li> <li>15. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine or contentious issues.</li> <li>16. Prepare material for committees, working groups, team meetings.</li> <li>17. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.</li> </ol>					
<b>Work Arrangements</b>					
Transport requirements:		Occasional need to travel to other service locations to carry out duties and attend training meetings etc.			
Working patterns:		37 hours per week, day work. Flexible working hours may apply if staff co-operates to provide cover.			

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**PERSON SPECIFICATION**

<b>Post Title:</b> Business Improvement Assistant	<b>Director/Service/Sector:</b>	Ref: 2856
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
A good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in a business related discipline An IT related qualification	Training in Microsoft Report Builder. Working knowledge of developing and acting as system admin for databases Training in the Magique risk scoring system. Training in Protos process mapping system A knowledge of system analysis	
<b>Experience</b>		
Experience of service planning. Experience of production of Key Performance Indicators & Balanced Score Cards. Experience of the provision, interpretation and development of management information & information systems. Experience of Budget setting and budget monitoring process. Experience in using office applications on a personal computer to an advanced level.	Experience of working closely with senior management in an interpretative and analytical role Experience of developing reports from various data sources	
<b>Skills and competencies</b>		
Ability to analyse, interpret, and develop solutions. Ability to develop and promote ideas. Communicates clearly, succinctly and correctly. Able to quickly and accurately manipulate and organise data. Advanced skills in Microsoft Office particularly in Excel. Ability to organise self and work without constant supervision. Able to apply technology in new work-related situations. Able to follow instructions and procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner. Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment.		
<b>Physical, mental, emotional and environmental demands</b>		
Usually works in a seated position. Some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with constant pressure from deadlines, interruptions and conflicting demands. Contact with the public may result in some emotional demands. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
<b>Motivation</b>		
Driven by a desire to improve the effectiveness of the service being proactive in the pursuit of excellence. A commitment to providing a quality service aligned to corporate objectives. Challenges the status quo and is innovative in their thinking. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Works collaboratively to achieve team spirit.		

Adapts to change by adopting a flexible and cooperative attitude.		
<b>Other</b>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others  
e.g. case studies/visits