

## Job Description

<b>Directorate:</b>	Resources		
<b>Service:</b>	OD & Change		
<b>Location:</b>	County Hall, Preston		
<b>Salary range:</b>	£46,142 - £51,356	<b>Grade:</b>	10
<b>Reports to:</b>	Senior Service Designer	<b>Staff responsible for:</b>	

**Job purpose and scope**


To be responsible to the Senior Service Designer.

As part of the service redesign process the post holder will translate client and customer business issues into effective business improvement projects and programmes that make measured improvements to business performance, service performance and customer satisfaction. Using insightful analysis, they will design and manage customer centric service design programmes that deliver customer satisfaction, cost reduction and business benefits. Acting as an ambassador the Change service and champion of service redesign, they will influence senior leaders and operational staff by adopting different working practices, by closely involving them in the development of business improvement activity and enabling them to implement and sustain successful changes.

**The Lancashire Mindset**

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



**Accountabilities/Responsibilities**

- To be the conduit that will interpret business needs and changes in analytical, and objective way, whilst also having a deep understanding of people change and the effective soft-skills needed to make change happen effectively.

- To lead and deliver all aspects of strategic improvement and change activity in a defined functional discipline or cross-business process.
- To lead key business improvement and change programs linked directly to the service redesign programme, the Change service business plan, and overarching organisational priorities.
- To lead and deliver all aspects of analysis that will lead to the identification of programmes and major change initiatives that will support the Change service in delivering effective service redesign and associated business efficiencies and quality improvements.
- To embed a 'business improvement' way of working at all levels of the organisation that delivers sustainable improvement including improved customer experience, decreased delivery costs and increased performance.
- To demonstrate the value of using 'business improvement' techniques by helping people to understand what and how they will help them to achieve their goals.
- To challenge non-fact based decisions and create both innovative and disciplined ways of working.
- To communicate business improvements in a compelling, inspiring and interesting way using real case study examples.
- To lead external / internal benchmarking activities in support of improvement initiatives.
- To provide a common point for the migration of best practice/performance into wider activities to utilise best practice activity.
- To ensure a standard and consistent approach is maintained.
- To develop and maintain an excellent relationship with key internal/external customers and suppliers as appropriate for ongoing improvement initiatives/activities.
- To matrix management of other Change Service members and team members from other business areas as required.
- Build strong relationships with other teams closely involved in service redesign e.g. Digital Services, People Services, to understand impacts and interdependencies.

***This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.***

### Other

- **Equal Opportunities**  
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**  
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**  
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment**  
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**  
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

### Our Values

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**  
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**  
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**  
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**  
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## Person Specification

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

### Qualifications

- Educated to degree level in a relevant field\*
- Trained in Process/Change Management approaches appropriate to the role
- Professional accreditation in Business Analysis or similar

### Experience

- Experience of business or service analysis.
- Experience of analysing and documenting existing business processes and associated qualitative and quantitative information.
- Experience of redesigning business processes to make them more efficient and effective.
- Authoritative knowledge of techniques associated with business process improvement.
- Experience of working in a local government environment.\*
- Experience of building positive relationships with a range of internal and external stakeholders.
- Experience of working on service redesign/user centred design projects or programmes.\*

### Essential knowledge, skills & abilities

- Ability to source and interrogate data in order to test/challenge current thinking and support the implementation of new practices/policies.
- Recognised expertise in one or more specific area of business improvement activity and the ability to share this expertise with colleagues across the business.
- Strong analysis skills and an innovative approach to problem solving with the capability to build on concepts and principles.
- Good understanding of the business environment internally and externally.
- Leadership and direction of peer and virtual teams.
- Process management, design and implementation.
- Business Improvement, quality systems/tools and techniques design and implementation.
- Matrix management, motivation and coaching skills.\*
- Able to manage a range of activities according to their priority and deal with uncertainty and ambiguity.
- Ability to assess and define workloads and specify appropriate resource to undertake activities.
- Able to organise, measure and monitor performance.
- Confidence and ability to communicate and present complex detail in a format that is understood by all.

- Able to create reports and process maps to document current and proposed working practices.
- Able to design surveys and questionnaires to establish quantitative process information.
- Ability to work with customers to capture requirements including participation in workshops or interviews and documenting requirements using approved templates.
- Able to create functional specifications, from customer requirements, in appropriate document form.
- Estimate effort in terms of simple time, cost and quality measures.
- Knowledge of project management principles and ability to apply them in relation to their own work.
- Completes own role independently or with minimal supervision/guidance and able to escalate issues as and when appropriate.
- Logical thinker and influential change agent.
- Assists in defining acceptance tests for systems and solutions.
- Carry out basic activities in support of risk management together with the co-ordination of mitigating activities and contingencies
- Good oral and written communication skills.
- Ability to understand and demonstrate the strategic perspective in analysis and contribute to strategy in the relevant skill area.
- Responds quickly to changing situations, priorities and business needs.
- Challenges activities that have no business case or do not clearly meet customer needs.
- Takes personal responsibility for delivery against commitments made to customers.
- Makes themselves accessible to colleagues, communicates regularly with them and acts on feedback.
- Consults and builds on the views of others.
- Shares information across teams and actively helps others to achieve their objectives.
- Supports and encourages innovation and the testing out of new approaches.
- Understanding the impact of proposed change and the ability to manage the outcomes appropriately.
- Executes responsibilities to agreed standards and deadlines.

### Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.