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| **Profile Title:** | Business Improvement and Intelligence Lead | bmbccolb | | | | | |
| **Reports to:** | Head of Service |
| **Employee Supervision:** | 7 Managers  Up to 10 Employees | **Grade:** | 10 | **Profile Ref:** | 117470 | | |
| **Purpose of the Post** | | | | | | | |
| To assist in providing Business Improvement and Intelligence services to support the requirements of the Council and lead on the management and development of the the customer facing advisory team. | | | | | | | |
| **Responsibilities** | | | | | | | |
| * Assist with the development and implementation of systems and procedures necessary for the effective management and co-ordination of local and national data, research and intelligence to ensure that data management and coordination is effectively delivered, strategically relevant, accurate and suitably accessible. | | | | | | | |
| * Advise on national and regional policy specific to the areas delivered by the service. | | | | | | | |
| * Lead a high performing team including the management, coaching and development of a team and take overall management responsibility for the operational planning and delivery of the team. | | | | | | | |
| * To act as the Council’s Business Improvement and Intelligence Lead specialist providing advice and guidance. | | | | | | | |
| * Assit with the development, implementation and review of frameworks, procedures and protocols in relation to Business Improvement and Intelligence. | | | | | | | |
| * Prepare and deliver reports, briefings, presentations and training sessions which are suitable for a variety of audiences. | | | | | | | |
| * Assit with the development and production of a robust evidence base that supports strategic planning, needs assessments, policy development and program delivery. | | | | | | | |
| * Take a lead role in the development of a 'customer focused approach' for the area of control. | | | | | | | |
| * To assit the Head of Service in the budget monitoring and identifying income generation streams. | | | | | | | |
| * Proactively liaise, negotiate, influence and collaborate with internal and external stakeholders including managers, employees, councillors, members of the public and partnership agencies. | | | | | | | |
| * Lead on complex data analysis and interpretation, promoting quality practice and service delivery, ensuring continuous improvement. | | | | | | | |
| * Assist – with the commissioning/procurement of services and systems relating to improvement and intelligence work as required. | | | | | | | |
| * Keep abreast of wider service developments as well as maintain knowledge of local and national regulations, policies and procedures to enhance the service accordingly, to satisfy internal and external demands. | | | | | | | |
| * Represent the Authority at meetings of local and national organisations relevant to the work of the team. | | | | | | | |
| * Undertake any other duties commensurate with the role as requested by management. | | | | | | | |
| **Education and Training** | | | | | | **Measure** | **Rank** |
| * A relevant level 6 qualification or equivalent. | | | | | | A/C | E |
| * Willingness to undertake the Barnsley Leadership Programme. | | | | | | A/I | E |
| * Project management training. | | | | | | A/I | D |
| **Relevant Experience** | | | | | | **Measure** | **Rank** |
| * Considerable experience in undertaking research, analysis and interpretation of data and information. | | | | | | A/I | E |
| * Experience of providing specialist advice and guidance to managers at all levels of seniority, external agencies and other forums on a regular basis. | | | | | | A/I | E |
| * Considerable experience of working in a relevant data/research/intelligence/improvement environment. | | | | | | A/I | E |
| * Considerable experience of presenting information verbally, at meetings and by undertaking form presentations, briefings and training sessions. | | | | | | A/I | E |
| * Experience of scoping, developing and implementing large scale information systems. | | | | | | A/I | E |
| * Experience of the management of teams, setting targets and monitoring performance. | | | | | | A/I | E |
| * Experience of budget management. | | | | | | A/I | D |
| * Experience of delivering corporate initiatives in relation to Business Improvement and Intelligence. | | | | | | A/I | E |
| **General and Special Knowledge** | | | | | | **Measure** | **Rank** |
| * Substantial knowledge of local and national strategies, policies and legislation relevant to the area of work. | | | | | | A/I | E |
| * Significant knowledge of Microsoft applications. | | | | | | A/I | E |
| * Knowledge of the pressures facing local government and external organisations and how data, performance and intelligence can be utilised to aid service delivery. | | | | | | A/I | E |
| * Significant knowledge of data governance protocols including adherence to data management frameworks and the General Data Protection Regulation. | | | | | | A/I | E |
| **Skills and Abilities** | | | | | | **Measure** | **Rank** |
| * Ability to effectively manage and motivate a team to deliver excellent customer service and embrace change Excellent communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders. | | | | | | A/I  A/I | E  E |
| * Ability to work at senior levels within an organisation and partnership agreements, sometimes in areas of tension and conflict. | | | | | | A/I | E |
| * Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision. | | | | | | A/I | E |
| * Ability to produce quality documentation including reports, research, strategies, policies and procedures, ensuring they are suitable for particular audiences. | | | | | | A/I | E |
| * Effective problem solver with the ability to assess problems within a short space of time and with limited information, applying judgement and evaluation to inform, advise and make decisions. | | | | | | A/I | E |
| * Ability to effectively manage risks and opportunities within the operational decision making process. | | | | | | A/I | E |
| **Additional Requirements** | | | | | | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. | | | | | | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post. | | | | | | A/I | E |
| * Work in accordance with the council's visions, priorities, values and behaviours. | | | | | | I | E |
| * Able to undertake any travel in connection with the post. | | | | | | A/I | E |