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| **Profile Title:** | Business Improvement and Intelligence Lead | bmbccolb |
| **Reports to:** | Head of Service |
| **Employee Supervision:** | 7 ManagersUp 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.
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| * Advise on national and regional policy specific to the areas delivered by the service.
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| * 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.
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| * To act as the Council’s Business Improvement and Intelligence Lead specialist providing advice and guidance.
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| * Assit with the development, implementation and review of frameworks, procedures and protocols in relation to Business Improvement and Intelligence.
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| * Prepare and deliver reports, briefings, presentations and training sessions which are suitable for a variety of audiences.
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| * Assit with the development and production of a robust evidence base that supports strategic planning, needs assessments, policy development and program delivery.
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| * Take a lead role in the development of a 'customer focused approach' for the area of control.
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| * To assit the Head of Service in the budget monitoring and identifying income generation streams.
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| * Proactively liaise, negotiate, influence and collaborate with internal and external stakeholders including managers, employees, councillors, members of the public and partnership agencies.
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| * Lead on complex data analysis and interpretation, promoting quality practice and service delivery, ensuring continuous improvement.
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| * Assist – with the commissioning/procurement of services and systems relating to improvement and intelligence work as required.
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| * 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.
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| * Represent the Authority at meetings of local and national organisations relevant to the work of the team.
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| * Undertake any other duties commensurate with the role as requested by management.
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| **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/IA/I | EE |
| * 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 |