

Job Description

Job Title:	Business Improvement and Development Advisor
Service:	BID: Directorate Operations
Grade:	S01
Managed by:	Operations Support Manager
Hours:	up to 37 hours

Job Purpose:

As part of Cambridgeshire County Council's (CCC) Business Improvement and Development Directorate, this role will help to deliver a citizen focused and efficient organisation through which the council's strategic objectives are met.

The post holder will provide operational support, advice and guidance across the BID directorate, and all areas of the Council, liaising with all levels of management to deliver the Council's organisational strategic priorities and transformation agenda through specific work packages across the breath of BID professional practice.

Principal Accountabilities:

1. Service Delivery:

- Provide high level operational support to the Services to support early and ongoing analysis, policy setting, service design, commercially focused outcomes and project and programme delivery.
- Support BID income generating activities and monitoring targets
- Manage project support functions including maintaining project files, developing foundation project plans and managing project/programme level information.
- Undertake initial customer journey, process and service mapping
- Develop and utilise monitoring tools. Have oversight and knowledge of key tasks and deadlines so that progress can be checked and issues are either resolved or escalated.
- Prepare documents, presentations and reports. Manage and report progress of workstream activities; resolve or escalate emerging issues in a timely manner.
- Arrange and facilitate meetings, workshops and events.

2. Data capture and analysis

- Plan and organise the capture of relevant data and analyse data in order to inform decision making.
- Conduct literature reviews and feasibility studies to understand best practice and support decision-making.

3. Partnership working and stakeholders

- Engage with key contacts and stakeholders both internally and externally to ensure that activity across the directorate's practice areas is coordinated and to support effective project/scheme implementation and outcomes.
- Prepare documents for service and public consumption and ensure their timely publication by identifying the most appropriate channels, discussing, and gaining approval from governance structures as appropriate

4. Communication

- Manage communication processes including drafting briefings, blog entries and communication plans for all stakeholders to ensure they are kept up to date with progress

5. Managing resources collaboratively

- Work with services and managers to implement identified priorities and meet the delivery of agreed outcomes to time, cost and quality. Resolve or escalate emerging issues in a timely manner.
- With an internal directorate focus, support the directorate's resourcing and workflow system and processes through triaging new work, undertaking milestone reviews and maintaining system integrity.

6. Acumen development

- Support BID upskilling of the organisation through helping to develop acumen development programmes with Learning and Development
- Help create an environment within the team that actively challenges the effectiveness of current systems and processes to ensure optimum use of resources.

Job Experience, Knowledge and Skills

Qualifications and experience required	Subject
Relevant degree/level 4 qualification or experience	<p>Any relevant subject, i.e. innovation, transformation, programme and project management, business process reengineering, organisational re-design, change management, financial management, systems change.</p> <p>Having a multi-disciplinary team with a range of skills and backgrounds is important to us. We encourage candidates with a diverse range of backgrounds and levels of experience to apply.</p>

Knowledge, Skills and Competence

Knowledge of a key corporate advisory and skill based activity – policy/standards design, business support process engineering, customer focused delivery

Understanding of project, programme and change management systems and processes

Knowledge and understanding of Local Government

The BID directorate Competencies Framework identifies the range of knowledge and level of competence that the directorate needs collectively to deliver our organisation's objectives.

This framework outlines 8 core competencies, which are grouped into 3 clusters: **Engaging People, Delivering Business Impact** and **Personal Credibility**. A further more defined functional competency for Directorate Operations Team is: **Co-ordination of the BID Directorate**. For each competency there is a description of what success might look like in the **BID Advisor Role**.

These indicators of how we work are not designed to provide every detail of our approach, but to provide a clear and consistent sense of what is expected from individuals in the directorate. While these are qualities we collectively aspire to, we do not expect any one person to be expert in every single one of these competencies. We have reflected this by expressing competence in four levels – Practiced, Competent, Proficient and Expert. For BID Advisers we would aspire to a Practiced level of competence across all with some competencies developing into the Competent level.

Competence Cluster	Description
Engaging People: Communication	The ability to impart accurate information (that may be spoken and written) in a timely way, being open to and receptive of other peoples' opinions. When appropriate use communication skills to influence views and decision making across the Council and externally
Engaging People: Working in Partnership	The commitment to work co-operatively with others across the wider Public Service System and beyond, enhancing opportunities by working in unit as one team and avoiding duplication. Enabling learning and growth so that others may realise their potential and fulfil their purpose in the team.
Engaging People: Customer focus	Understands the needs and views of our internal and external customers; working together with all Services to actively co-design our future for the communities of Cambridgeshire by building long-term customer relationships, taking a "One Council" approach, increasing awareness of diversity and inclusion and focusing effort on delivering increased customer value.
Delivering Business Impact: Performance and Delivery	Delivering BID and organisation wide initiatives with energy and care; effectively managing relevant resources, using evidence-based judgement indecision making/recommendations, achieving results through diversity and inclusion best practices and taking responsibility for quality outcomes to agreed goals.
Delivering Business Impact: Change – Innovation and Continuous Improvement	Seeks out and initiates opportunities to create effective change, improving outcomes across the organisation, through continuous improvement and innovation.
Delivering Business Impact: Critical Thinking	The ability to think critically using strong analytical capabilities, bringing original interpretations and ability to use own judgement to evaluate, recommend and influence.
Personal Credibility: Resilience, Initiative and Integrity	Demonstrates capability to select an effective, evidenced based approach, make decisions and accomplish a task in challenging circumstances. Engaging in proactive behaviour, seizing opportunities and originating action beyond responding to the obvious needs of a situation or direct requests from others when appropriate. Consistency with what one says, does, values and the expectations of the Team, the Council and the Public Sector. A commitment to openness and ethical values including respecting and understanding others; transparency and honesty in all dealings with people.
Personal Credibility: Personal Development	Demonstrates enthusiasm for and commitment to learning, development and growth for self and for the team. Is motivated about personal and team development and about what we can collectively achieve.

Function specific: Coordinating the BID Directorate	<p>Connecting and co-ordinating resources within and outside the Directorate to achieve agreed outcomes aligned to corporate priorities.</p> <p>Focusing directorate output by making connections between Customer initiatives across the authority through deep interrogation of work requirements, pro-active planning, resource allocation, oversight of work processes and delivery standards. Delivering the right skills at the right time to the right work in order to achieve agreed outcomes and priorities.</p> <p>The service will oversee and manage the communication, HR development and knowledge hub requirements of the directorate. Having a holistic view of the organisation, making linkages to enhance, expedite and sign off on work.</p>
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