

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Business Improvement Officer

Highways & Transport, Place, Economy & Environment

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Northamptonshire
Council**

Purpose and impact:

To work closely with other teams in the service and key business partners to introduce and improve procedures to develop a customer and performance management culture. To provide support in the monitoring and resolution of customer complaint, general enquiries etc and to help drive business development and improvements throughout the service

The postholder provides professional advice to Members, Highways Services Provider, other Councils, MP's, and Local Stakeholders

Accountable to:

This role is accountable to the Senior Business Improvement Officer The role sits within Highways and Transport, part of the Place, Economy and Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. To assist with the monitoring, review and provide expert advice to ensure that all complaints and suggestions are captured, monitored , answered and resolved within the agreed timescales
2. Specify, develop and produce monthly reports and feedback on the progress of complaints, comments and compliments and the quality of responses on a monthly basis
3. To assist with the monitoring and analyse service wide indicators and other performance information, ensuring effective co-ordination of monthly reports
4. Within the framework set by the Line Manager develop cross service processes and procedures to ensure that service and council's priorities are similarly delivered.
5. Within the framework set by the Line Manager, support in the resolution of customer complaints and contribute to the Councils Customer strategy.
6. Maintain a continuous improvement culture implementing suggestions for new ways of working which leads to a more effective and efficient service provision
7. Provide a prompt, helpful and responsive service to other members of the wider team and assisting them in all areas of the business.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of the information available.	Desirable	A, I
Problem solving skills, tenacity, and a positive attitude with the ability to work in a multi-skilled discipline	Desirable	A, I
Ability to work to challenging deadlines.	Essential	A, I
Ability to communicate instructions clearly and patiently	Essential	A, I
Ability to work as part of a team.	Essential	A, I
Ability to produce clear documentation for performance reports.	Desirable	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Knowledge and understanding of the importance of effective Communications with the ability to convey information clearly and accurately both in writing and verbally to a wide range of recipients	Essential	A, I
Excellent interpersonal skills and substantial experience of client/user contact in a variety of situations.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Customer Service experience with experience of working to customer protocols or procedures including face to face, over the telephone and in writing.	Essential	A, I
Experience in making tough decisions which can sometimes be disliked by our customers	Desirable	A, I
Used to working with minimal supervision and able to plan and manage own workload	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ Level 3 in Business Administration or equivalent	Essential	A
English GCSE level or equivalent	Essential	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	BA06	Worker type:	Part-flexible
Salary range:	£34,203 - £37,067	Budget responsibility:	No
People management responsibility:	No		

Working conditions & how we work:

The work involves regular attendance sometimes at short notice in One Angel Square to support the team. With tight deadlines, it is a fast-moving service. This role has been identified as a part-flexible worker type, this means that you may be able to work from other work locations and when not working from an office you may be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

