

# Job Description

|                   |                                     |
|-------------------|-------------------------------------|
| <b>Title</b>      | Business Improvement Officer        |
| <b>Reports to</b> | Senior Business Improvement Officer |
| <b>Service</b>    | Transport & Highways                |
| <b>Grade</b>      | 6                                   |

|                 |           |
|-----------------|-----------|
| <b>Type</b>     | Full time |
| <b>Duration</b> | Permanent |
| <b>Location</b> | Flexible  |
|                 |           |

## 1. Overall Job Purpose

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

## 2. Main Accountabilities

|           |   |
|-----------|---|
| <b>1</b>  | To assist with the monitoring, review and provide expert advice to ensure that all complaints. Comments, compliments and suggestions are captured, monitored, answered and resolved within the agreed timescales.       |
| <b>2</b>  | 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   |
| <b>3</b>  | To assist with the monitoring and analyse service wide indicators and other performance information, ensuring effective co-ordination of monthly reports.   |
| <b>4</b>  | 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.  |
| <b>5</b>  | Build effective relationships with the Service Contractors e.g. Kier, NSL the customer service centre, members, parish councils and district councils, and other partners where necessary                               |
| <b>6</b>  | Within the framework set by the Line Manager, support in the resolution of customer complaints and contribute to the Councils Customer strategy.  |
| <b>7</b>  | Provide a prompt, helpful and responsive service to other members of the wider team and assisting them in all areas of the business.  |
| <b>8</b>  | Maintain a continuous improvement culture implementing suggestions for new ways of working which leads to a more effective and efficient service provision  |
| <b>10</b> | Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.  |
| <b>11</b> | Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department. |
| <b>12</b> | Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.   |

### 3. Management Responsibility

### 4. Person Specification

#### Qualifications

| Subject           | Qualifications Required                                 | Essential/<br>Desirable |
|-------------------|---|-------------------------|
| <i>Any of:</i>    | One or more of the below items                          | Essential               |
| Education         | English GCSE level or equivalent                        | Essential               |
| Further Education | NVQ Level 3 in Business<br>Administration or equivalent | Essential               |

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

| Knowledge/Experience |  |           |
|----------------------|--|-----------|
| Experience           | Customer Service experience with experience of working to customer protocols or procedures including face to face, over the telephone and in writing.    | Desirable |
| <b>Knowledge</b>     | Excellent communication skills with the ability to convey information clearly and accurately both in writing and verbally to a wide range of recipients. | Essential |
| Knowledge            | Knowledge and understanding of the importance of effective Communications  | Essential |
| ICT                  | Ability to use ICT / database systems  | Essential |
| Problem Solving      | Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of the information available.                        | Desirable |
| Problem Solving      | Problem solving skills, tenacity, and a positive attitude with the ability to work in a multi-skilled discipline   | Desirable |
| Experience           | Experience in making tough decisions which can sometimes be disliked by our customers  | Desirable |
| Self Motivation      | Used to working with minimal supervision   | Desirable |
| Self Motivation      | Ability to work to challenging deadlines.  | Desirable |
| Communication Skills | Excellent interpersonal skills and substantial experience of client/user contact in a variety of situations.   | Essential |
| Communication Skills | Ability to communicate instructions clearly and patiently to users both face to face and over the telephone.   | Essential |
| Communication Skills | Ability to work as part of a team.   | Essential |

|                            |  |           |
|----------------------------|--|-----------|
| Communication Skills       | Ability to produce clear documentation for performance reports.  | Desirable |
| Flexibility                | Ability to be flexible and prepared to take on other duties  | Essential |
| <i>Equal opportunities</i> | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs | Essential |

## 5. Disclosure level

|      |          |          |                                     |
|------|----------|----------|-------------------------------------|
| None | Standard | Enhanced | Enhanced with<br>barred list checks |
|------|----------|----------|-------------------------------------|

## 6. Work type

|       |          |       |      |
|-------|----------|-------|------|
| Fixed | Flexible | Field | Home |
|-------|----------|-------|------|