

Continuous Improvement Officer (HBSI)

Grade 8

About the Service

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the county council's Economy, Infrastructure and Skills directorate (EI&S).

The vision for EI&S is to help Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

The Highways & Built County team is a multi-disciplinary team whose purpose is to manage, maintain and sustainably improve Staffordshire's Built Environment so that amongst other things it is safe, accessible, functions well, promotes inward investment and economic growth, and supports social cohesion and healthy lifestyle choices.

This will be achieved by:

- Keeping the network in the best condition possible with resources available using asset management to enable the lowest whole life cost of asset ownership
- Supporting Staffordshire's economy to grow, generating more and better-paid jobs ensuring that work on the highway is of the required quality
- Improving customer satisfaction with Staffordshire County Council and enhance its reputation
- Ensuring that highway information required to manage and maintain the network and support asset management decisions is available, is held in the best place is accurate and of the required quality
- Taking action to reduce waste generation, re-use resources where possible, reduce energy use, increase sustainable travel, adapt to climate change already taking place and for the future
- Keeping the network safe for all users, improving network

resilience and availability, providing a freer flowing network, supporting events on the highway and where issues do occur, efficiently and effectively administering claims

- Keeping our people safe from harm and empowering them to challenge convention, innovate, grow, share knowledge and deliver best-in-class services

About the Role

As one of our Continuous Improvements Officers (CIO) you will work as part of a team to support the continuous improvement and assurance of services across the Highways & Built County Service; ensuring we are joined up in delivery.

The post holder will support the development, design and delivery of processes and improvement projects. You will develop strong and effective relationships with colleagues and partners to ensure we deliver continuous improvement that improves outcomes for our Highways service and service users.

This is a key role in continuing to improve the quality and efficiency of our services to improve the services we deliver for the people of Staffordshire.

Reporting Relationships

Responsible to: Highways Continuous Improvement Manager

Responsible for: Highways Business Operations Officer

Key Accountabilities:

- Support the Continuous Improvement Managers in the delivery of improvement projects and initiatives to deliver against the interlinking directorate priorities.
- Provide advice and guidance to managers and leaders to set up projects, produce and maintain project or procedural documentation, and monitor project delivery.
- Develop effective relationships with colleagues and partners to deliver improvement that improves outcomes for service users.
- Responsible for gathering and coordinating business intelligence across the highways service to support alignment with codependent projects to ensure efficiency of service delivery.

- Play an active role in the development and implementation of the quality assurance framework through the allocation of audits, regular planned review of documentation, supporting self-evaluation activity.
- Utilise story telling techniques to detail practice examples, to highlight issues, promote positive practice and support consistency.
- Promote co-production; organise and facilitate the collection of feedback from stakeholders (including transport planners, and highways asset management teams).
- Complete quantitative and qualitative analysis with summarised findings presented to help management make evidence-based decisions to improve practice.
- Support the development of processes through process mapping and analysis and the production or review of associated policies and procedures (ensuring compliance with governance arrangements).
- Complete case study reviews and ad-hoc research to agreed timescales.
- Support the Business and Improvement team to provide audit trails, reports and control mechanisms by collecting, collating data relating to continuous improvement activities, policies and procedures, audits, projects, risk, progress and exception reporting.
- Comply with statutory and regulatory requirements, including GDPR in relation to data, service usage and performance measurement and reporting.

Person Specification

Qualifications/Professional membership

- Educated to A-Level standard or equivalent experience
- Willing to take active responsibility for own development

Knowledge and Experience

- Familiar with the principles, methods, techniques and tools of project management, continuous improvement, or quality assurance methodologies.
- Ability to aggregate, analyse and report information in a coherent way to support reporting and improvement activity.
- Ability to build credible relationships and networks with stakeholders and managers from varying backgrounds.
- Experience of and ability to contribute to and facilitate workshops, meetings, etc
- Ability to identify underlying issues and knowledge of how to help people develop positive solutions.
- Able to demonstrate being self-sufficient, occasionally requiring local support, and ability to deal with conflicting demands.
- General knowledge of the public sector
- Experience of using Microsoft Office 365 and IT systems to gather, analyse and present data and information

Skills

- Effective data analysis skills.
- Effective communication (verbal, written, listening) and interpersonal skills.
- Able to build effective working relationships and maintain confidentiality.
- Effective time management and organisational skills
- A team player with a strong can-do attitude with a focus on delivery and emotionally resilient to setbacks.
- ICT skills including Office 365

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.