

Site Innovation Lead Role Description

Thursday, March 29, 2018 - 09:34

The UC Full Service Innovation Lead (SIL) is responsible for supporting transformational change and the rollout of Universal Credit Full Service within the department, developing themselves and colleagues to ensure;

- They are digitally confident;
- Have the tools and capability to deliver within an agile operations environment;
- Understand the policy intent behind the service and what this means to them and to customers;
- Understand the cultural changes required to support working claimants.

At least 60% of a SILs time should be spent on coaching colleagues on the service, how and why it changes, and how colleagues influence its development. This can be via stand-ups, group upskilling sessions, 1:1 feedback, prioritisation of issues etc. and using tools in the SIL toolkit. No more than 40% of a SILs time should be spent on raising issues, improvements and questions via JIRA and feeding back to colleagues and leaders on their progress. This may mean facilitating local prioritisation discussions on issues and improvement.

Specific duties will include:

Supporting agents

- Coaching staff to support them in their understanding of their use of Universal Credit Full Service, the UC policy and supporting them in developing their wider digital knowledge and skills.
- Coaching staff to manage claims once and done encouraging an end-to-end service delivery culture.
- Coaching staff to support all claimant types – focusing on people not benefits, utilising the most appropriate channels for each interaction and building on the single Work Coach Model, supporting In Work Progression (IWP) and addressing the different chronological needs of the in work claimant.

Supporting UC Operational Leaders

- Working with local leadership to drive the right behaviours as set out within the Performance Framework Management Guide.
- Support site leaders to ensure colleagues are aware of any relevant changes to the service, such as the fortnightly update notices, and issues –providing support with communications where needed, always encouraging a leader-led approach.
- To develop and invest in close relationships between linked Jobcentre and Service Centre sites – keeping in regular contact with SILs in other sites.

- Identify non-compliance, spotting perverse behaviours and areas to improve quality, raising these with leaders and supporting them in delivering learning to address these issues.
- Provide local leaders with additional capacity to deliver the transformational elements of UC Full Service
- Escalate critical incidents to Operational Leaders to support quicker resolutions
- Share honest feedback from agents with Operational Leaders, identify local trends on sites and share national level feedback and information

Supporting Incident management

- Record learning opportunities received, triage and where appropriate raise with second line support via JIRA
- Feedback to agents upon resolution of the majority of learning opportunities – providing upskilling and coaching to individuals and the whole site
- Capturing trends, identifying issues, continuous improvement and learning opportunities and share these nationally with SIL Group co-ordinators and other SILs
- Present new learning opportunities, observations, trends and suggestions with site leaders, updating them and agents of progress and resolution of issues. Work with colleagues on sites to decide which issues to prioritise.

Supporting Service Design

- Supporting the Group In-Work Progression Integrity and Operational Support Manager (IOSM) through the continued rollout of the IWP randomised control trial. Encourage a culture in sites that focuses on in work progression for claimants
- Support Business Analysts in process & feature design, through user research, providing comment and challenge to assure the UC Full Service design
- Evaluate and provide feedback to Service Design Teams by sharing frontline user experiences
- Provide a view of operational impacts to inform prioritisation of improvements to the UC Full Service and be able to explain this to colleagues in sites.

Supporting quality:

- Drive improvements in quality by promoting a culture of personal responsibility in learning
- Support the Universal Credit quality agenda by identifying trends & escalating quality issues appropriately
- Proactively participate in engagement and collaboration activities within the SIL network; sharing ideas, knowledge and good practice.

- Undertake all activities set out within the SIL toolkit to drive desired behaviours and knowledge in sites
- Be responsible for escalating any issues that require input or attention to the SIL Group Co-ordinators.
- Work with SILs in linked sites to identify joint issues and develop ways to take joint responsibility for these issues and resolve in sites

Supporting UC Ops and OED

- Pre & post feature deployment support where necessary – go live assurance, feed in to design assurance
- Provide feedback to the Implementation Control Centre and the Operation Control Centre
- Supporting agents to drive success within the Performance Framework by demonstrating what good looks like and encouraging the right behaviours for success – once and done etc.