

Explaining the SIL Role

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In order to ensure that colleagues fully understand the Service Innovation role the SIL must meet with colleagues in their office to outline the expectations. The SIL should then spend time with colleagues to confirm the SIL role has been understood.

The following job description should be used to support in these discussions

Job Description

The Service Innovation Lead (SIL) is responsible for coaching and supporting colleagues and leaders through the major transformational change that is the rollout of Universal Credit Full Service. The role is also about helping to resolve incidents which impact the effective delivery of the service. You will be a critical part of a broader Service Management Function which ensures the service delivery supports UC policy intent is delivered as per the design and operates effectively.

The majority of the role (around 60%) will be spent coaching colleagues on the service, how and why it changes, and how colleagues influence its development. You will use your initiative to decide the best mechanisms to do this e.g. Stand-ups, group upskilling sessions, 1:1 feedback, prioritisation of issues, tools contained in the SIL toolkit.

Around 40% of the role will be spent on raising issues, improvements and questions via JIRA and subsequently giving progress updates and feedback to colleagues and leaders. This may also mean facilitating local prioritisation discussions on issues and improvements to prevent future similar issues occurring.

Main Tasks / Responsibilities:

Support UC Operational Leaders

- Support leaders in understanding root causes of issues, spotting and informing leaders where trends are identified, and encouraging a leader led approach to the resolution of these issues.
- Ensure leaders disseminate any relevant changes to the service to colleagues (such as the fortnightly update notices, and issues).
- Encourage leaders to enable and support their people to continually learn.
- Proactively develop mechanisms to support local leaders with communications where needed, always encouraging a leader-led approach.
- Provide feedback and support to Operational leaders to provide their agents the tools to be more resilient in the ever changing, agile UC Full Service environment.
- Work with site leadership to drive the requirements set out within the Performance Framework Management Guide

Support UC agents

- Help build understanding and operation of the UC Full Service, UC policy, and One Service approach – focusing on people not benefits.
- Support the knowledge build on the single Work Coach Model, supporting In Work Progression (IWP) and addressing the different needs of the working claimant.
- Provide all staff with necessary information to maximise their own performance, operations and delivery of the service.

Support Incident management

- Use current systems e.g. JIRA to provide incident management support.
- Providing feedback and deploy coaching and upskilling to leaders and agents
- Maintain staff confidence in the process by providing progress updates, celebrating success when issues are resolved, and explaining when things don't result in change.

Supporting UC Ops and Service Design

- Support Business Analysts in process and feature design through evaluating, and provide feedback from frontline users to the Service Design Team.
- Participate in ad-hoc initiatives using your experience e.g. the voice of the SIL, to support service design.
- Provide pre & post feature deployment support where necessary e.g. go live assurance and contribute to the design assurance,
- Feedback to the Implementation Control Centre and the Operation Control Centre

Support quality

- Promote a culture of personal responsibility to learn.
- Work collaboratively across the SIL network and group co-ordinators, building relationships with linked case managers, work coaches and decision makers to jointly identify issues and resolution.
- Identify trends & escalate quality issues appropriately
- Identify non-compliance, spot perverse behaviours and recognise areas that require quality improvement. You will raise these issues to leaders, and escalate where appropriate.
- Engage with Partnership managers, and Quality and Performance teams to be part of a community which shares insight to promote and build the One Service approach.

Supporting the SIL Network

- Actively participate in the SIL network to achieve positive outcomes.
- Role model digital working and collaboration by working together to jointly identify and resolve issues.
- Provide shadowing opportunities, and provide cover to colleagues where necessary.

Personal Requirements

- A confident communicator, who can constructively challenge senior leaders and peers to achieve the required transformational out-comes
- An inspirational coach, working to influence leaders and their people
- A collaborator and influencer, able to work across UC and with a range of stakeholders
- Adaptive to change, with the ability work effectively within a test and learn environment – and also motivate leaders and peers to do the same
- Someone with a good understanding of the link between UC policy, service design and delivery
- Proactive in anticipating and resolving issues- comfortable using your own initiative