

ARUN DISTRICT COUNCIL

JOB DESCRIPTION

Designation	:	Business Improvement Manager
Grade	:	■
Directorate	:	Services
Service	:	Residential Services
Location	:	Civic Centre, Maltravers Road, Littlehampton
Responsible to	:	Group Head of Residential Services
Responsible for	:	Systems, Mobile Solutions, Performance Reporting, All aspects of Governance, Project Management, Continuous Improvement, Resident Engagement and Customer Experience,

Purpose of Job

To lead an integrated, high quality and proactive business improvement team delivering comprehensive and innovative business solutions across both the Housing and Revenues and Benefits Service that deliver improved customer experience and value for money.

Provide expertise and resource management to ensure that the Service's key business improvement transformation projects are run to time and budget and to a high quality.

Act as a champion for innovation and continuous improvement, promoting new innovative ways of working and facilitating change, ensuring support across all levels of the Service.

Responsibility for all areas of Governance, including policy and procedures, ensuring compliance with the Council's policies, legislative and regulatory requirements

Responsible for resident engagement and scrutiny empowering residents to make a real difference to their homes, lives and local communities and to give residents the necessary support and resources to ensure their voice is heard at every level of service delivery and decision making.

Provide effective leadership, guidance and support to deliver change and service modernisation.

Duties and Responsibilities:

1. Operational & Strategic

- 1.1 To lead an integrated, high quality and proactive business improvement team delivering comprehensive and innovative business solutions.
- 1.2 To develop a continuous improvement plan in relation to system development across the residential services portfolio for the benefit of staff and customers.
- 1.3 Lead multidisciplinary project teams and manage a programme of business improvement projects focused on delivering efficiencies and improved customer experience including the use of business intelligence and customer insight data
- 1.4 Develop and ensure compliance with the service's standards and processes and operate within the context of the service priorities and principles of increasing user choice and control over the services they receive.
- 1.5 Develop and maintain strong project governance/programme management across the Service ensuring that all major projects are joined up and focus on the priority areas. All programmes must follow the agreed project management protocols and framework and harness the benefits of new business processes and systems and innovative practice to deliver continuous improvement.
- 1.6 To manage performance data to enable accurate benchmarking against the sector's comparable organisations recommending continuous improvement actions to address any underperforming activities.
- 1.7 Responsibility for managing and updating the content of customer facing information to ensure its accessibility and availability to staff and residents via various channels.
- 1.8 To develop improvements in relation to the council's mobile working solutions which benefit staff and customers.
- 1.9 To review existing policies and procedures, formulating new policies where required and updating existing policies working in conjunction with Service Managers.
- 1.10 Lead on resident engagement and scrutiny to inform and improve service delivery and enhance the customer experience
- 1.11 Lead responsibility for all Governance matters, including the formulation and upkeep of risk and business continuity plans
- 1.12 Manage and review feedback about the Service area including handling learning from complaints embedding a culture of learning and continuous improvement.
- 1.13 To support and contribute to corporate projects, the work of the Residential

Services Management Team attending a range of meetings and deputising for the Group Head as required. Ensuring that staff understand the priorities, objectives and policies of the Council and the Directorate and are able to successfully implement decisions.

PEOPLE MANAGEMENT

- 2.1 To be responsible for managing and coordinating the Business Improvement Team including the delivery of the Council's objectives and service standards, setting and reviewing both team and individual standards of performance and work targets/outcomes.
- 2.2 To be responsible for creating a performance orientated culture, recruiting, managing and motivating all staff ensuring that appropriate work plans, appraisals, 1:2:1 supervision, appraisal and staff development programmes are in place and delivered. Providing guidance, support, training and development where required to achieve excellent levels of customer service delivery.
- 2.3 To ensure development of a thorough staff induction programme setting out clear standards to be achieved by the end of a probationary period.
- 2.4 To make clear and timely decisions and communicate effectively and openly with staff and customers ensuring engagement as far as possible across all levels.
- 2.5 To model the values and behaviours expected from senior staff that are consistent with "Arun Cares" competency framework.

3.0 GOVERNANCE AND COMPLIANCE

- 3.1 To maintain effective management systems and be responsible for complying with all of the Council's policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding.
- 3.2 To maintain business continuity and emergency response capabilities within the Service, responding to emergency situations when required.
- 3.3 To prepare and update service and team plans for the approval of the Group Head of Residential Services and proactively assist with the management of the Council's risk management strategy which embraces best practice policies and procedures to provide effective control and mitigates the Council's exposure to risk.
- 3.4 To participate in the transparent and fair selection of key staff for the Residential Services and, with the support of Human Resources, manage disciplinary and grievance matters in accordance with delegated authority and the Council's Human Resources policies.
- 3.5 To maintain and develop proactive relationships with tenant and leaseholder representatives and encourage resident involvement and active engagement to

shape the future delivery of services. Ensuring it remains responsive to the needs and experiences of residents.

- 3.6 Prepare detailed reports on key issues, including performance, staffing issues, legislative changes etc, as and when requested by the Group Head of Residential Services. When required to also prepare and deliver written or verbal reports for the Corporate Management Team and various Council Committees.
- 3.7 To ensure that all works completed in this service area are in accordance with Arun District Council's standing orders, financial regulations, legal requirements and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place.

4.0 GENERAL

- 4.1 As a member of the Residential Services Management Team contribute towards setting the strategic direction of the service and meeting the objectives of the Housing Revenue Account Business Plan and Corporate Plan.
- 4.2 To prepare responses to FOIs and enquiries and complaints from customers, MPs, Councillors and the Ombudsman. Learning from complaints to improve and inform future service delivery.
- 4.3. To identify and place bids for external sources of funding.
- 4.4 To be responsible for committing to continuous professional development to maintain relevant up to date skills.
- 4.5 To positively promote and represent Arun District Council in the community and with other organisations, attending meetings, events and conferences and speaking in public.
- 4.6 To carry out any other duties appropriate to this post, as necessary or as requested. The postholder may be required, at times to work in excess of normal working hours and be required to travel.