



Job Profile

Service Redesign Analyst Grade I

Group: Resources and Digital

Location: Civic Centre

Service: IT Services

Line Manager: Business Solutions Team Leader

Car User Status: N/A

Job Purpose

To support service improvement and redesign projects from inception to conclusion, with a focus on the delivery of transformational activities for New Ways of Working. This includes working with services to identify change and solutions, applying change methodologies to business process redesign, data collection methodologies and customer-focused service improvement.

The key roles of this post will include:

1. Supporting projects across the Council to identify and understand problems, find new or existing technology solutions that help to achieve its purpose of delivering efficient Gateshead Council services in a modern workplace.
2. Supporting, planning and implementing technology solutions, working closely with the Business Solutions Teams Leader.
3. Working with services, customers and residents to identify current performance, resolve issues within services using insight from data and predictive analytics, and ensure that benefits and service improvements are identified.
4. Identify the points where data can make a difference by conducting business process mapping activities; understanding and analysing requirements to aid the development of service improvements.
5. Support the Business Solution Team leader to implement change arising from process redesigning activities and business case development and ensuring that all potential benefits are identified, and their delivery is tracked.
6. Accurately report on the outcome of data collection and analysis, draw conclusions and make recommendations for process redesign.
7. Support, inspire and challenge services to think differently to achieve the best solutions and outcomes for customers/residents, the Council and partners.
8. Such other responsibilities allocated that are appropriate to the grade of the post.



Knowledge and Qualifications

Essential

Knowledge of:

- Change methodologies
- Customer focused service improvement
- Data collection methodologies
- Local government or other public sector environment

Qualifications:

- 5 GCSE at Grade 4 or Grade C or equivalent
- Relevant business analysis and process redesign techniques and methodologies or has relevant experience

Experience of:

- Problem solving in a customer environment
- Supporting and managing change
- Delivering and implementing service improvement and process redesign
- Presenting outcomes and recommendations
- Identifying and reporting on measures
- Working in a project environment
- Working with data to identify problems and find solutions
- Good organisational and communication skills
- Providing challenge in a diplomatic manner that enables change across the organisation.
- Team working

Desirable

Knowledge of:

- IT Strategic Action Plan and corporate strategies, policies and initiatives such as Digital Transformation plan.
- New Ways of Working - Transformation through Technology Programme

Qualifications:

- Degree or equivalent
- Project or programme management

Experience of:

- Delivering projects using technology solutions
- Working with senior managers



Competencies

Serving the Community	Develops responsive customer focused services, operates professionally and with sensitivity.
Delivering Partnerships	Promotes co-operation by working with external partners to plan, develop and deliver the best service.
Political Awareness	Appreciates political interests, positions and policies and their impact on the Council and their management role.
Personal Impact	Is self-aware, acts proactively, accepts personal responsibility and communicates effectively.
Focusing on Results	Plans and monitors service delivery. Works with others to enhance provision. Strives to provide a quality service and continuously improve delivery.
Leading & Developing Others	Motivates and encourages teams and individuals. Provides direction and feedback and creates a climate of respect.