

Job Title: Digital Process Re-Designer	Role Profile Number: P/A
Grade: Q Salary:	Date Prepared:
Directorate/Group: Resources	Reporting to: Business Transformation Manager
Structure Chart attached:	No

Role Overview

To work with colleagues within service departments and within the Digital Hub to redesign services and processes to make them more accessible for customers, more cost effective for the council and more streamlined for our staff to use. The role will form part of a cross-functional Digital Hub aimed at moving 85% of customer transactions online by March 2020.

You will be expected to work in an agile fashion to support heads of service, service managers and team leaders to review their services and processes using best practice, service trend data and policy and legislation. You will be expected to run process redesign workshops with frontline officers and digital designers and ensure that the findings of those workshops translate into new digital processes.

Role Purpose

- To support teams to redesign approaches to service delivery based on whole systems thinking, often facilitating this in an appropriate workshop environment
- To ensure best practice and innovative approaches are considered when re-designing services
- To ensure the Council offers end to end digital services for our customers which rely as little human involvement as possible
- To use data and insight to inform the pipeline of service/ process redesign and the phasing of such activity
- Ensure that the milestones agreed for each project are met and that benefits are realised within a timely fashion.

Key Accountabilities

- Working within the Organisational Excellence programme, ensure that re-design projects for which you are accountable run on time and deliver agreed benefits.
- Organise, design and run process-redesign workshops with service leads to map as-is and to be processes
- In the course of such workshops, ensure best practice and industry innovation is introduced and that the status quo is sensitively but firmly challenged to ensure we achieve best value for both residents and customers
- Ensure that digital solutions are clearly agreed with and articulated to digital developers within the necessary timeframe
- Broker agreement with services as to agreed to-be process
- Work with digital designers and content designers to ensure end to end process is fit for purpose
- Work with HR Business Partners and OD colleagues to support services to embed new processes
- Provide change skills within key projects and programmes critical to the Council's achievement of its strategic objectives over the next few years.
- Ensure that projects for which the post holder is the designated project manager are delivering the intended outcomes.
- Provide support to ensure benefits are delivered in line with Council performance (time and specification) and cost expectations ensuring the projects and other interventions are delivered effectively and enable the efficient operation and transformation of Council services.
- Monitor the financial, operational and political impact of any changes to projects and propose solutions and mitigation.

Experience

- Experience of successfully managing change at a team or organizational level.
- Knowledge and interpretation of project management to adapt processes as needed.
- Clear understanding of change management and systems thinking and how this is effectively applied in teams and organisations
- An understanding of developing risk management strategies and supporting and influencing stakeholders to mitigate project risks.
- Ability to operate confidently with people at a range of levels in organisations
- Experience of managing communications with a range stakeholders
- Experience of working collaboratively with a range of stakeholders integral to the success of a project(s) including, but not limited to, internal departments, external partners, agencies.
- Demonstrable ability to motivate and engage people in new ways of working
- Experience of analysing situations and developing creative solutions.
- Excellent verbal and written communication skills, including formal presentation. Excellent attention to detail.
- Ability to learn quickly and develop your own role, self-awareness and ability to manage your own development.

Qualifications

No formal qualifications are required for this post. However you must be able to demonstrate your ability to influence colleagues at different levels within the Council as well as being able to motivate and enthuse people about the potential of doing things differently. Motivation, resilience and enthusiasm are the most important characteristics required for the post holder. Full training will be provided.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Ability to get to Swindon Sites, and attend regional meetings/conferences and workshops as required.
- Knowledge and ability to work within an Equal Opportunities Policy framework.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	