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| <b>Job Title:</b><br>Digital Process Redesigner | <b>Role Profile Number:</b><br>SBC_10030                    |
| <b>Grade:</b> L9<br><b>Salary:</b>              | <b>Date Prepared:</b> May 2024                              |
| <b>Directorate/Group:</b>                       | <b>Reporting to:</b><br>Senior Business Improvement Manager |
| <b>Structure Chart attached:</b>                | No  |

### Role Overview

To work with colleagues in service departments and within the Business Improvement Team to redesign processes and develop digital solutions to make them more accessible for customers, more cost effective for the council and more streamlined for our staff to use.

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

### Role Purpose:

- To ensure best practice and innovative approaches are considered when re-designing processes
- 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 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.

### Role Accountabilities:

- Working within the wider Corporate Programmes & Innovations team, 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

- Broker agreement with services as to agreed to-be process
- Work with Business System Analysts and Content Designers and It Solutions colleagues 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.

### **Knowledge and 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 stakeholder's 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 required for this post:**

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 carrying out this secondment.

Full training will be provided.

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| <b>Employee Signature:</b>      | <b>Print Name:</b> |
| <b>Date:</b>                    |                    |
| <b>Line Managers Signature:</b> | <b>Print Name:</b> |
| <b>Date:</b>                    |                    |