

**London Borough of Lambeth
Job Description**

Job title:	Service Improvement Manager
Grade:	PO5
Division:	Performance & Business Improvement
Reports to:	Service Improvement Lead
Responsible for:	Up to 5 staff

Main purpose of the post:

Delivers service improvement interventions, performance reporting and analysis to service directorates. Works to the Service Improvement Lead to deliver and monitor service improvement interventions focused on delivering better outcomes for residents, in line with corporate priorities. Operates flexibly between service directorates to meet corporate priorities and deliver improvement programmes that will have the greatest impact.


Responsibilities:

1. Identify opportunities for service improvement based on performance reporting. Liaise with service directorate leadership to develop a plan for improvement based on underperforming Key Performance Indicators, or otherwise qualitative or quantitative evidence that demonstrates improvement is required.
2. Build an in-depth understanding of how local government services are delivered, wider context and challenges, in order to deliver an effective and meaningful service to customers. Work flexibly to support different directorates, building depth and breadth of knowledge.
3. Drive continuous improvement; deploy performance management tools and technology to make the service provided to customers more efficient and effective. Proactively develop skills in service improvement, keeping up with leading practice in the area.
4. Build strong relationships with managers across service directorates. Collaborate with these stakeholders to understand the specific challenges they are facing, and how services are delivered operationally.
5. Deliver service improvement that realises key benefits for residents and customers of the service. Monitor and visualise performance of service improvement.

6. Produce and present effective service performance reporting that enables decision making by leaders within the service directorate to deliver on their priorities. Work closely with Business Intelligence team to conduct deep dive analysis and interrogate key performance issues, interpret data and provide a clear narrative back to directorates.
7. Build, support and maintain service improvement capabilities across Lambeth. Develop and embed a standard methodology for service improvement, alongside toolkits, guidance and templates for officers to draw upon.
8. Provide high quality insight and intervention capabilities that directorates need to deliver better outcomes for residents, partners and the community.
9. Advise colleagues on changes arising from new or amended legislation or professional practices.
10. Work with external suppliers and contractors to ensure the team and authority can achieve value for money and positively impact on outcomes.
11. Ensure that all actions comply with the Council's policies on diversity and equal opportunities and health and safety.
12. Take personal responsibility for the good use of the council's resources appropriate to the job level and work area.
13. Undertake other duties which might be reasonably requested from time to time.

Person Specification

Service Improvement Manager – PO5

<p>It is a requirement that in your written supporting statement you give evidence or examples of your proven experience for essential criteria.</p> <p>You should expect that all essential criteria listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a tick ✓ on the person specification when you complete the application form.</p>		<p>Short listing Criteria</p>	
 <p>Disability Confident is a scheme that is designed to help you recruit and retain disabled people and people with health conditions for their skills and talent. If the candidate meets all the essential role criteria – a guaranteed interview should be undertaken.</p>			
<i>Education</i>		<p>Educated to degree level and / or a relevant professional qualification</p> <p>Evidence of continued professional development</p>	
<i>Key Knowledge</i>	<p>K1</p> <p>K2</p> <p>K3</p> <p>K4</p>	<p>Knowledge of local government services, context and challenges</p> <p>Detailed knowledge of performance improvement tools and their practical application</p> <p>Proficient in SQL, PowerBI and Excel</p> <p>Knowledge of service delivery area</p>	<p>A ✓</p>
<i>Relevant Experience</i>	<p>E1</p> <p>E2</p>	<p>Working flexibly and ensuring work flow and allocation of resources meets priority demands</p> <p>Proven track record of building relationships and working in partnership with a wide range of stakeholders, including those at a senior level and in other organisations</p>	<p>A ✓</p> <p>A ✓</p>

	E3	Experience of working in an environment where influence, negotiation and persuasion are significant levers to progress	
	E4	Experience of commissioning projects and programmes of work	
	E5	Experience of producing high quality performance reporting, interpreting data and delivering insight	A ✓
	E6	Experience of working in highly complex and political environments	
	E7	Experience in leading, delivering and monitoring service improvement programmes, including service design and user-experience design	A ✓

Core Behaviours		Focuses on People Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people. <ul style="list-style-type: none"> • Ensuring anyone who calls me receives the best response that can be given even if it is not my area of work • Being approachable and positive for my area of work and other services • Showing empathy to help people inside the council as well as outside 	
		Takes Ownership Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development. <ul style="list-style-type: none"> • Taking ownership of my task, breaking it down, engaging with persons involved, and reflecting if there is a more efficient way of achieving it • Actively engaging in one-to-ones, appraisal process and team meetings • Take opportunities to learn new skills and develop ourselves 	A ✓
		Works Collaboratively	A ✓

		<p>Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none"> • Finding out what other colleagues do and working closely with them • Networking with other teams to seek out mutually beneficial ways of working • Being a good team player and stepping in to assist manager or colleagues during absences 	
		<p>Communicates Effectively</p> <p>Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> • Listening for information from my manager and the council that can impact on your work • Sharing and passing vital and new information and reflecting back understanding • Targeting the message to the audience, ensuring that everyone can access the information. 	
		<p>Focuses on Results</p> <p>Is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better</p> <ul style="list-style-type: none"> • Working with my manager to develop my skills and knowledge • Looking for opportunities to move forward • Getting my work done to the best of my ability with the resources and finances we have. 	