



Ipswich Borough Council  
Job Description: **N74**

**Business Improvement Manager**

**Main Purpose of Job**

The post holder will be responsible for investigating, understanding and analysing business requirements across the Council and through direct support for the Corporate Management Team. Support the Head of Transformation in collaboration with senior managers to redesign our 'as is' business processes and identify inefficiencies and potential improvements, undertaking customer journey mapping to put service users at the heart of redesign. The role will not only test your business analysis, project management, research and design skills but also provide the opportunity to drive continuous improvement and change into services. Providing direct (often confidential) support to the Chief Executive and CMT on strategic matters, including leading on strategic projects.

Working with Heads of Service and Corporate Management Team in developing and implementing corporate policies, business planning and effective performance and risk management.

To oversee the core functions of the team as a Programme Management Office and ensure key transformational projects are supported.

Provide adequate resource and oversee the functions of the executive assistant support services within the team.

## **Main Duties**

Responsible for leading a team to deliver the following specific (but not exclusive) functions to the Chief Executive, Leader of the Council, and members of the Corporate Management Team:

1. Provide support and a level of challenge to the Business Improvement Officers when operating within the performance framework. Ensure the work the team does, uses the appropriate methodologies, metrics, processes, and systems used to monitor and manage the organisations performance. Drive intelligent led information to inform decision making, using a single version of data to identify underlying trends in data and see the impacts of business decisions across the organisation. Utilise performance management data (e.g. performance indicator data, best value review data) to identify potential underperformance in Council services and make recommendations to Corporate Management Team regarding possible solutions and targets for improvement.
2. Responsible for reviewing and delivering key aspects of the annual business and operational planning cycle. Providing challenge, guidance and advice on the contents of Business Plans. Facilitating the inclusion of key external requirements, such as the Code of Corporate Governance and the Annual Governance Statement, Safeguarding assurances and the Service Group Health and Safety Policy.
3. You will support the business in your capacity as the lead officer for the Programme Management Office function which serves as enabler to improve the speed, quality, and reliability of project execution for those projects that fall within the Transformation Programme. (Transformation Programme covers the transition to the new target operating model; completion of the financial savings programme, thematic reviews and corporate change programme).
4. To co-ordinate and manage corporate projects, ensuring that the appropriate project management tools are used and that there is proper programme reporting, ensuring the successful implementation of agreed outcomes.
5. Provide project support to the Head of Transformation for large scale transformation projects. This will include scheduling meetings, setting up agendas, taking minutes, capturing actions, developing appropriate level project governance documentation e.g. PID, RAID Log, action tracker and highlight reports.
6. Responsible for championing and communicating robust project, performance and risk management across the Council.

7. Liaise with the Heads of Service, Corporate Management Team and relevant external organisations (e.g. Government departments, external auditors, local government peer groups in co-ordinating the Councils involvement with and input into inspection and improvement programmes.
8. The day-to-day management and pastoral care for the business improvement team. This will include carrying out 1-2-1's, appraisals, managing work allocation, performance of the team, the development of the team and it's individual members to develop a high performing team.
9. To facilitate workshops as required to gather evidence from staff and users.
10. Expected to work outside of normal office hours as and when required.
11. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



**IPSWICH**  
BOROUGH COUNCIL

Ipswich Borough Council  
Person Specification

**Business Improvement Manager**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESMENT</b>
<b>Qualifications</b>	<p>Technical and organisational knowledge in a similar role.</p> <p>Business Process Reengineering</p> <p>Evidence of continued professional development.</p>		<p>Application/ Interview /Certificate</p>
<b>Relevant experience</b>	<p>Experience of leading and managing staff.</p> <p>Experience of process mapping, reengineering and improvement.</p> <p>Able to articulate potential changes to business processes in a clear and logical manner.</p> <p>Demonstratable experience of working in a corporate environment.</p> <p>Working experience of project and programme methodologies and the ability to apply these to multi-disciplinary projects.</p> <p>Experience of working within a PMO or similar environment.</p> <p>Demonstrate ability to produce and analyse accurate and relevant reports and datasets in a variety of formats and to provide commentary around</p>	<p>Shows a systematic, analytical approach to problem solving and understanding of internal redesign processes.</p> <p>Working knowledge and awareness of local government issues, legislation and procedures.</p>	<p>Application/ Interview</p>

	accurate trend analysis that adds value.		
<b>Specialist knowledge</b>	Ability to use judgement in challenging current business processes, service delivery and performance.	Experience of successfully supporting business transformation	Application/ Interview
<b>Personal skills</b>	<p>Demonstrate effective presentation and communication skills.</p> <p>Ability to lead, motivate and develop staff in a performance focused culture.</p> <p>Demonstrate a sound understanding of equal opportunities and diversity issues in relation to employment and service delivery.</p>	Ability to work collaboratively building trust, mediating, conciliating, negotiating and delegating.	Application/ Interview
<b>Special working conditions</b>	<p>Ability to attend evening meetings.</p> <p>Hybrid working</p>		Application/ Interview