



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

<b>POST TITLE:</b>	Business Improvement Adviser	
<b>Grade:</b>	ME14	
<b>Department:</b>	Corporate Services	
<b>Location:</b>	Various offices according to the needs of the service	
<b>Responsible to:</b>	Head of Programme Office	
<b>Responsible for:</b>	None	
<b>Post number:</b>	Z01128/Z01129	<b>Date:</b> September 2014

#### **MAIN PURPOSE**

- To support the Head of Programme Office to drive forward the council's business improvement and transformation programmes, managing projects and programmes of work which deliver organisational change to enable the council to achieve continuous improvement.
- To provide high quality advice and support to departments, the Corporate Management Team and Members on issues such as service delivery options, change and process improvement that will facilitate their drive for continuous improvement and enhanced efficiency.
- To be part of the councils Lean Centre of Excellence championing the roll out of Lean across the council.

#### **MAIN DUTIES AND RESPONSIBILITIES**

- As a subject matter expert, to champion Lean throughout the council assisting teams to implement Lean tools and approaches .
- To carry out research and analysis to help define best practice and use this to assist departments to review current practices and develop new service delivery options.
- To undertake Lean based service reviews in collaboration with Departmental Business Managers.
- To lead on requirements gathering, process mapping and re-engineering and other improvement activity with a range of services and teams.



- To provide proactive, good quality advice and support to officers, service managers and members to enable their effective engagement with the council's improvement and transformation programmes
- To develop and implement corporate frameworks, materials and approaches to support the council's improvement and transformation programmes.
- To manage a portfolio of improvement and transformational projects in line with the council's recognised approach to projects, ensuring that projects are delivered within time and budget and ensuring that tangible benefits are identified and realised
- To carry out research and analysis to help define leading practice and use this to assist departments to review current practices and develop new service delivery options
- To provide the Corporate Management Team, Cabinet and Scrutiny with regular monitoring reports and information, including analysis and advice. .
- To develop positive working relationships internally with other departments and members and externally with partner organisations and work with internal and external stakeholders to ensure continuous improvement and joined up services.
- To proactively maintain an up-to-date awareness of the relevant legislative and regulatory changes which affect the work of the council.
- To represent the Head of service and Assistant Director at internal and external meetings.
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties as requested by the Head of Service, Assistant Director or Director.

**LONDON BOROUGH OF MERTON  
CORPORATE SERVICES DEPARTMENT  
PERSON SPECIFICATION**

**POST TITLE:** Business Improvement Adviser

**Grade:** ME14

**Date:** September 2014

**Qualifications and Experience**

Professional and post specific requirements

- Experience of hands-on management of projects and/or programmes focused on service or efficiency improvement.
- Experience of using a Lean approach within a complex organisation.
- Experience of reviewing services and advising on options to improve performance and efficiency
- Experience of advising, writing and presenting strategic reports on complex issues to senior managers and Members
- Experience of using range of tools and techniques to review services and improve performance and efficiency
- Experience of designing and delivering training and of facilitating group sessions and workshops
- Experience of requirements gathering
- Experience of process mapping and process re-engineering.

Skills and Knowledge

- Knowledge of Lean and ability to apply Lean tools and techniques in practice
- A good understanding of
- Ability to identify problems and develop innovative solutions to them.
- Knowledge of the front line service delivered by local government and understanding of the current issues that impact on delivery of these services
- Good understanding of and ability to use a range of tools and techniques to review services and improve performance and efficiency
- Understanding of project and programme methodologies and the ability to apply these to multi disciplinary projects
- Ability to champion the Councils improvement and change agenda with officers, Members and partners
- Strong leadership skills, acting as a credible role model for cultural change, and the ability to challenge, persuade and influence
- Ability to understand financial statements and analyse budgets and accounts
- Advanced Microsoft Office and Visio skills, including modelling ability in Excel.



### Managerial and personal requirements

- Good communication skills, both orally and in writing
- Excellent numeracy skills
- Understanding of the role of support services
- Understanding of the principles of value for money
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team
- Understanding of the council's vision and mission statement and how they relate to the work of the team

### **Personal Style and Behaviour**

Please refer to LB Merton's Model of Leadership Behaviours (attached)