## **Logo Description automatically generated**

## **Role profile**

**Job Title:** Digital and SmartThink Officer

**Salary:** Grade 7 £33,642-£36,941

**Reporting to:** Business Improvement Manager

**Hours:**  35 hours per week

**Overall Purpose**

To lead and support on analysis, design, development and improvement of processes, systems and data management across the Clyde Valley Group.

**Main Responsibilities**

**Process Improvement**

* Lead on process mapping, process review and process design, includes;  
  + - Documenting and mapping of 'as is’ operational processes including interviewing SMEs, conducting workshops and analysing processes to propose improvements
    - Documenting and mapping 'to be’ operational processes including interviewing SMEs, conducting workshops and gaining approvals for the new processes
* Facilitating the development of processes and improvements within the organisations core systems

**Project and Change Management**

* Develop and present the business case for project improvement projects and implement or lead a team on implementation
* Ensure that business requirements are analysed fully, with appropriate engagement from the business teams
* Design and implement end-to-end project plans for the delivery of projects across the organisation
* Consider opportunities and potential risks attached to suggestions you make
* Identify the processes and information technology required to introduce your recommendations
* Gain agreement, usually from senior management, of the best method of introducing your recommendations to the business
* Communicate the benefits of your recommendations across departments and help to address any uncertainty and concern
* Put in place effective documentation for projects and related processes to support your work, report on your findings and to present to stakeholders when necessary

**Data and Reporting**

* Undertake data cleansing exercises to ensure full and accurate data is maintained
* Work with colleagues to further develop reporting tools and methods of reporting on key performance indicators, service standards and other management information
* Work within current guidelines regarding data protection and data security
* Take a pro-active approach to the identification of gaps, errors or inconsistencies in source data or reporting areas and recommend and implement relevant actions

**Working in Partnership**

* Adopt a Partnership approach to working with colleagues across the organisation
* Effectively communicating your insights and plans to cross-functional team members and management
* Work with the colleagues to identify improvements to process and systems
* Bring back learning from other organisations/sectors to continue to improve and enhance the processes within CVG
* Communicate with customers and colleagues to understand the needs of customers, colleagues and the organisation as a whole
* Co-ordinate and deliver training in groups or to individuals as appropriate
* Provide a high level of customer service when dealing with internal and external customers

**General**

* Create and maintain effective working relations with external contractors, external agencies and internal colleagues.
* Participate in training courses and personal development as required.
* Undertake such duties as may be required in terms of the Health and Safety at Work etc. Act 1974 and other health and safety legislation.
* Responsible for compliance with Clyde Valley Group policies, procedures and financial regulations at all times.
* Undertake such delegated duties as may be decided by the Association and as may be required by your manager or director.

**The job description is intended to provide an outline of the post. The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by your manager or the Leadership Team.**

## **Person specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Qualifications** | * Educated to degree level/other relevant qualification or relevant work experience |  |
| **Experience** | * Successful track record in leading, designing and delivering projects * Developing and working within partnerships * Use of customer feedback to drive service improvements including ICT * Experience of process improvement techniques, including process mapping * Successful track record of using digital applications to drive business, service improvements and driving digital transformation. | * Knowledge of Office 365 and SharePoint. * Knowledge of Low Code solutions * Knowledge of working with SQL Databases and SQL Reporting * Working in housing or a related sector * Experience and understanding of continuous improvement concepts and practices |
| **Knowledge/ Understanding** | * Knowledge of how ICT systems support customer service delivery and service improvement * Significant knowledge of analyst frameworks, business processes, process mapping and business requirements methodologies * Strong knowledge of change/project management methodologies * Experience in implementing digital transformation initiatives | * Relevant legislation and regulation * Working knowledge of the rationale for channel shift and digitalisation * Understanding of the context, drivers and risk with which Housing Association and charities operate, including governance, policy and regulation |
| **Skills** | * First class verbal and written communication skills including report writing and presenting to a range of audiences * High proactivity and initiative * Ability to prioritise objectives and remain focussed on the most important * Excellent IT skills with a high level of digital confidence to learn, deliver and support the use of technology * Project Management Skills | * Commercial awareness and a risk positive approach to business decisions |
| **Personal Qualities** | * Customer and outcome focussed * Creative, innovative and collaborative * Outward looking, seeking ways to continuously improve and learn * Attention to detail * A passion for excellence * Drive, determination and personal resilience * Personal integrity and confidentiality * Strong commitment to the ethos and values of Clyde Valley Group and the social housing sector, including principles of involvement, equality and social justice * Proven ability to integrate with team and build relationships with clients, including extensive experience of client-facing roles * Strong interpersonal skills to build and maintain working relationships and work as part of a team | * Commitment to promote equal opportunity and diversity * Supports others to realise their potential |
| **Other** | * Work flexibly |  |