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| Job Description |
| **Job title:** | **Service Improvement & Insights Officer** |
| **Service and team:** | Service Improvement Team |
| **Band:****Post number:** | B5TBC086 |
| **Reporting to:** | Insight & Improvement Senior Specialist |
| **Responsible for:** | NA |
| Our Organisational Values  |
| **Collaboration**A black background with a black square  Description automatically generated with medium confidence | We know, work with and support one another. |
| **Wellbeing** | We look after our own and others’ wellbeing. |
| **Trusted** | We abide by the Nolan principles of public life. |
| **Value for Money** | We spend public money wisely and carefully. |
| **Professionalism** | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. |
| Principal purpose of the team and role |
| * To support continuous improvement in housing services by providing staff, tenants, other customers and stakeholders with policy and process development, research, performance evaluation and monitoring resource.
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| Areas of Accountability |
| * Researching best practice, writing, reviewing and developing policies and procedures/process maps.
* Working in partnership with the team leads to ensure all policies and procedures are up to date and in line with regulatory and legislative requirements.
* Work with colleagues and teams to ensure evidence is in place to fulfil the regulatory consumer standards.
* Assist with project work as and when required.
* Gathering data for monthly, quarterly performance reports and annual data returns.
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| Main duties and responsibilities |
| * Co-ordinate and support individual service reviews and assist with arrangements to meet statutory and regulatory requirements.
* Carry out research into how other organisations provide equivalent services and report on examples of best practice for service reviews and other initiatives.
* Assist with collection and submission of data required for benchmarking, carry out benchmarking exercises on-line and produce reports of results for service reviews and as required by service managers.
* Co-ordinate arrangements for Tenants’ Satisfaction Survey and development of proposals to act on findings. Collate, coordinate and share the feedback from the surveys with the service teams to ensure the feedback has been acted upon.
* Monitor, evaluate and report on progress towards implementation of improvement plans following service reviews.
* Produce user-friendly information for customers, staff and external stakeholders about performance and service developments.
* Assist in the management of the housing service content on the Council’s website and intranet.
* Collect, analyse and report on performance indicators and related information.
* Analyse and produce reports on new Government policies and initiatives.
* Collate all relevant documents and update the forward plan in advance for the Housing Operations Board meetings
* Undertake any other duties as may be assigned from time to time commensurate with the grade of the post.

**Business Continuity** * Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

**Health and Safety*** Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
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| Dimensions of the team role |
| * Lead on ensuring that the Housing Ombudsman’s insight and spotlight reports are shared and cascaded to housing staff internally to ensure that we can learn and embed a culture of continuous improvement.
* Support service managers and operational staff with project managing improvement initiatives and reviews
* Liaison with other services of the Council and external agencies, including consultants
* Analysis of guidance produced by MHCLG, Chartered Institute of Housing, Homes and Communities Agency, National Housing Federation and others
* Producing reports on research and review findings, policy development and performance matters
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| Customers and Contacts |
| Internalall staff across the councilExternal* Tenant engagement group
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| Service/Team Structure |
| Head of HousingInsight & Improvement Senior SpecilaistService Improvements & Insights Officer |

**PERSON SPECIFICATION**

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

**How assessed**

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check

E = Exercise

I = Interview

M = Medical assessment

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|  | Essential criteria | How Assessed | Desirable criteria | How Assessed |
| Qualfications  | A good level of English and Maths | **A/I** |  |  |
| **Knowledge** | Knowledge of housing legislation, regulatory standards, and sector bodies such as MHCLG, CIH, and HCA. | **A/I** |  |  |
| Experience ensuring compliance with statutory and regulatory housing requirements. | **A/I** |  |  |
| **Experience**  | Demonstrable experience in drafting and reviewing policies within a housing, public sector, or regulatory environment. | **A/I** |  |  |
| Strong research and analytical skills. | **A/I** |  |  |
| Skills |
| Technical skills | Proficiency in data analysis tools and techniques, and experience producing performance reports. | **A/I** |  |  |
| Ability to collect, analyse, and interpret data, including KPIs and benchmarking information. | **A/I** |  |  |
| Understanding of housing policy, regulatory standards, and statutory reporting requirements (e.g. annual returns, consumer standards). | **A/I** |  |  |
| Communication skills | Confident verbal communicator able to present findings clearly to staff, tenants, and stakeholders. | **A/I** | Skilled in liaising with internal departments and external agencies in a professional and collaborative manner. | **A/I** |
| Ability to translate complex information (e.g. government policy) into accessible formats. | **A/I** |  |  |
| Excellent written communication skills for preparing reports, policies, procedures, and user-friendly customer information. | **A/I** |  |  |
| Team Working skills | Proven ability to work effectively within a multi-disciplinary team and across service areas. | **A/I** | Willingness to contribute positively to a culture of continuous improvement. | **A/I** |
| Ability to share knowledge and insights with colleagues to support collective learning and improvement. | **A/I** | Experience supporting service managers and operational staff on improvement projects and reviews. | **A/I** |
| Customer Service skills | Ability to produce clear and accessible information for tenants and stakeholders. | **A/I** | Understanding of the importance of accountability, transparency, and responsiveness in public services. | **A/I** |
| Experience gathering and responding to customer feedback, such as through tenant satisfaction surveys. | **A/I** |  |  |
| Demonstrated commitment to delivering high-quality, customer-focused services. | **A/I** |  |  |
| Organisational skills | Strong time management skills, with the ability to manage multiple projects and deadlines simultaneously. | **A/I** |  |  |
| Methodical and detail-oriented approach to data collection, record keeping, and reporting. | **A/I** | Ability to plan and coordinate service reviews and improvement initiatives. | **A/I** |
|  | Capable of working independently while prioritising tasks in a fast-paced, changing environment. | **A/I** |  |  |
| ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST | Requirement to attend evening meetings. | **A/I** |  |  |

**Behavioural competencies**

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| This section details the level of competency required to carry out this role (please see below for an overview of the framework and refer to the full [Organisational Culture Framework - Guildford Borough Council Intranet](https://intranet.guildford.gov.uk/article/23312/Organisational-Culture-Framework) for clarification where needed). | **Level** |
| Embraces change | 2 |
| Innovation and creative thinking | 2 |
| Effective communication | 2 |
| Customer focus | 2 |
| Problem solving and decision making | 2 |
| Focus on efficiency | 2 |
| Performance and learning | 2 |
| Team working | 2 |
| Builds relationships | 2 |
| Commitment to the organisation | 2 |

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| Reviewed By: | HR | Date: | 01/09/2025 |
| Checked in: | 01/09/2025 | Date: |  |
| Last Updated: | 25/09/2025 | Date: |  |

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|  | **Guildford Borough Council behavioural competencies** |
| **Cluster** | **Transformation**Forward looking. The focus on our ability to respond to ever changing needs of our customers and bring about new ideas to ensure value for money. | **Delivering excellence**Efficiently run. The focus on the values and behaviours (in addition to internal systems) that ensures efficiency and effectiveness at every level across the Council. | **Our people**To ensure that individuals at all levels of the organisation are supported, committed and engaged in the pursuit of our mission and work in a collaborative manner to fulfil our objectives. |
| **Values** | **Challenge ourselves** We strive to improve what we do by seeking out new ways of working, encouraging innovation and enabling change. | **Customer care** We put the customer at the heart of what we do by engaging in clear, honest, and meaningful communications to deliver professional services shaped around their needs. | **Quality focus**With customer insight, we provide high-quality services and find ways to improve. We aim to get things right first time, drive out waste and exceed expectations whenever possible. | **Organisational learning**We strive to create a work environment where everyone is valued, trusted, and supported. We encourage and facilitate growth and learning at individual, team, and organisational levels. | **One Council**We work together collaboratively, recognising that we are one organisation, working to achieve a common mission. |
| **Behavioural competencies** | **Embraces change**Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance. | **Innovation and creative thinking**Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively. | **Customer focus**Puts the customer first, builds effective relationships and seeks feedback to address their needs. | **Problem solving and decision making**Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation. | **Performance and learning**Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs. | **Team working**Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.  |
| **Effective communication**Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary. | **Focus on efficiency**Meets or exceeds the Council’s standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money. | **Builds relationships**Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation. | **Commitment to the organisation**Consistently supports and demonstrates an understanding of and commitment to the Council’s vision and values. Acts with integrity and accountability.  |

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