THE VALE OF GLAMORGAN COUNCIL

JOB DESCRIPTION

DESIGNATION/POST TITLE	:	Business Support Transformation Officer (Digital Solution and Innovation)
POST NUMBER	:	
DEPARTMENT/DIRECTORATE	:	Environment and Housing
DIVISION/SECTION	:	Business Support
LOCATION	:	The Alps
POST GRADE	:	Grade 6
RESPONSIBLE TO	:	Team Leader Transformation and Assets
RESPONSIBLE FOR	:	N/A
LIAISON	:	Internal and External Stakeholders
MAJOR PURPOSE OF POST	:	To support the delivery of continuous improvement, digital transformation, innovation, and data-driven decision making across the service area. The post holder will identify opportunities to improve business processes, develop and implement digital solutions, analyse and interpret business data, and drive innovation to enhance service delivery, efficiency, and customer outcomes. The Business Improvement Officer will work collaboratively with managers, service teams, and stakeholders to develop sustainable improvements through process redesign, automation, business intelligence, and the adoption of new technologies

MAIN DUTIES AND RESPONSIBILITIES

The job description refers to the principal duties and responsibilities of the Post. It does not necessarily list in detail all the tasks required to carry out these duties and responsibilities.

Business Improvement

1. Identify, evaluate, and implement opportunities for continuous improvement across business processes and service delivery.
2. Undertake process mapping, process reviews, and root cause analysis to identify inefficiencies and recommend improvements.
3. Lead and support improvement projects from concept through to implementation and review.
4. Develop business cases, improvement plans, and recommendations to support service and corporate priorities.
5. Monitor and evaluate the impact of improvement initiatives and ensure benefits are measured and reported.

Digital Solutions

1. Identify opportunities to utilise digital technologies to improve operational efficiency and customer experience.
2. Gather and document business requirements and translate these into practical digital solutions.
3. Support the development and implementation of digital systems, automated workflows, applications, and online processes.
4. Maximise the use of Microsoft 365 applications including SharePoint, Power Apps, Power Automate, Power BI, Teams, and other relevant technologies.
5. Maintain documentation, procedures, and guidance relating to digital solutions and business processes.

Data, Reporting and Business Intelligence

1. Collect, validate, manage, and analyse data from multiple sources to support service improvement and strategic decision making.
2. Produce accurate and meaningful reports, dashboards, and performance information to support operational and corporate objectives.
3. Develop and maintain key performance indicators and performance monitoring frameworks.

4. Identify trends, risks, opportunities, and areas for improvement through detailed analysis of data.
5. Present complex information and analytical findings in a clear and accessible format for a range of audiences.
6. Promote data quality and ensure compliance with data governance requirements.

Innovation and Transformation

1. Promote a culture of innovation and continuous improvement across the service.
2. Research emerging technologies, digital tools, and best practices to identify opportunities for organisational improvement.
3. Develop and test innovative approaches to service delivery, automation, and operational efficiency.
4. Facilitate workshops, engagement sessions, and collaborative activities to generate ideas and support innovation.
5. Support the delivery of digital transformation and organisational change initiatives.

Stakeholder Engagement

1. Build effective working relationships with colleagues, managers, partners, and stakeholders.
2. Work collaboratively across services to identify needs and develop solutions.
3. Provide advice, guidance, and support on business improvement, digital solutions, innovation, and data analysis.
4. Prepare and deliver presentations, reports, and briefings for managers and senior leadership teams.

Governance and Compliance

1. Ensure compliance with Council policies, procedures, legislation, information governance, and data protection requirements.
2. Maintain accurate records, project documentation, risks, actions, and audit trails.
3. Contribute to service planning, performance management, and corporate improvement activities.
4. Undertake any other duties commensurate with the grade and responsibilities of the post.

Corporate Compliance

- Ensure compliance with the Council's Financial Regulations, Standing Orders, Policies and Procedures

- To implement the principles of the Council's Equal Opportunity Policy whilst carrying out the above duties

- To adhere to Health and Safety legislation / relevant Council policies and procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts / omissions. In addition, you will undertake any duties with regards to fire safety evacuation commensurate with your role.

- To implement the principles of the Council's Environment Policy while carrying out the above duties.

- To report without delay any safeguarding concerns to the appropriate safeguarding officer.

- Such other duties and responsibilities commensurate with the grade and in accordance with the general character of the job as may reasonably be required by the Chief Officer from time to time.

SIGNED: **DATED:**
(Director/Chief Officer)

SIGNED: **DATED:**
(Postholder)