Person Specification

Post No		Designation:	Business Support Transformation Officer (Digital Solution and Innovation)	Department:	Business Support – Director's Office
Section:	Business Support	Completed By:	Joanne Lewis	Date:	03/08/2026

The Person Specification outlines the main attributes needed to adequately perform the post specified. In drawing together the specification, a critical examination of the job description has been undertaken to pinpoint those elements of the post deemed as essential.

The Person Specification is intended to give prospective candidates a better understanding of the post requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates. You should refer and address each point of the Person Specification, giving evidence of what skills, experience and knowledge you have in each of these areas. Always be specific. Do not use general phrases such as "I have the necessary skills…" or "I am confident I can do the job well…". The shortlisting panel will need to know how you meet the requirements based on the evidence you provide.

	Essential	**Desirable**	**Ascertained by**

		Essential	Desirable	Ascertained by
1.	**Experience**	• Experience of supporting business improvement or transformation activities. • Experience of analysing business processes and identifying opportunities for improvement. • Experience of collecting, validating, analysing and present data from multiple sources. • Experience of producing reports, dashboards and performance information. • Experience of working with a range of stakeholders to develop practical solutions. • Experience of using Microsoft 365 application to improve business processes.	Experience of working within Local Government or the public sector. Experience of delivering organisational change initiatives. Experience of facilitating workshops or stakeholder engagement sessions. Experience of developing business cases and improvement plans. Experience of implementing workflow automatic or digital solutions. Experience of project support or project delivery responsibilities.	Application Form / Interview
2.	**Knowledge**	• Knowledge of business improvement methodologies and continuous improvement principles. • Understanding of process mapping, business process review and problem-solving techniques. • Knowledge of data analysis, performance management and business intelligence principles. • Understanding of digital technologies and their application to service improvement. • Awareness of Data Protection and Information Governance requirements.	Knowledge of Local Government services and operating environments. Knowledge of change management methodologies. Understanding of information governance frameworks and data quality management. Knowledge of emerging technologies including automative, low-code solutions and AI tools. Knowledge of project management frameworks and benefits realisation approaches.	Application Form / Interview

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3.	**Skills and aptitudes**	• Strong analytical and problem solving skills. • Ability to interpret complex information and communicate findings clearly to different audiences. • Ability to gather and document business requirements effectively. • Excellent written and verbal communication skills. • Ability to develop effective working relationships across teams and services. • Competent user of Microsoft Officer and Microsoft 365 applications, including Excel, Teams and Share Point. • Ability to maintain accurate records, documentations and audit trails.	Ability to apply continuous improvement methodologies independently. Skills in process modelling and business analysis techniques.	Application Form / Interview
4.	**Qualifications and training**	• Educated to NVQ Level 4, HNC, A-Level standard or equivalent qualification/experience in Business Improvement, Digital Technologies, Data Analysis, ICT, Project Management or related discipline. • Evidence of continuous professional development.	Relevant professional qualification in Business Analysis, Project Management, Digital Transformation, Lean Improvement, Data Analytics or Change Management. Microsoft certifications (e.g. Power Platform, Power BI, Microsoft 365).	Application Form / Interview

		Essential	Desirable	Ascertained by
5.	**Attitude and motivation**	• Innovation and proactive approach to service improvements • Commitment to continuous learning and professional development • Ability to work independently and as part of a team. • Flexible and adaptable approach to changing priorities. • Customer – Focused mindset with a commitment to delivering quality outcomes. • High level of integrity, discretion and professionalism. • Commitment to equality, diversity and inclusion. • Commitment to health and safety, safeguarding and corporate policies.	Enthusiasm for emerging technologies and digital innovation. Passion for improving services through data and evidence-based decision making.	Application Form / Interview
6.	**Other (please specify)**	• Ability to drive/travel throughout the Vale or between locations as appropriate	• Ability to speak / learn welsh	Application Form / Interview