

## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Technology, Communications and Business Transformation (Ryedale District Council)
<b>Service:</b>	Business Transformation (Ryedale District Council)
<b>Post title:</b>	Graduate Trainee – Business Transformation
<b>Secondment:</b>	Post holder recruited by North Yorkshire County Council, seconded to Ryedale District Council, under a secondment agreement for the period on the graduate scheme.
<b>Grade:</b>	E, F and G
<b>Responsible to:</b>	Programme Manager, Business Transformation
<b>Staff managed:</b>	None
<b>Date of issue:</b>	September 2020
<b>Job family:</b>	<b>P&amp;T - Professional &amp; Technical</b>

### Job context

The Business Transformation Officer will work as a key member of the Transformation Team providing capacity and expertise to support the delivery of a range of projects and smaller change initiatives across the authority.

Working alongside colleagues in Business Transformation, IT and Communications, HR, Finance and delivery services, they will utilise their technical knowledge and analysis skills to support delivery of the Council Plan, gathering and analysing business requirements, re-engineering processes, configuring and maximising system functionality in the transformation of services.

All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows:-

- Corporate Induction
- Aspiring Managers Programme
- Middle Managers Programme
- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

### Job specifics

- Gathering business requirements through a range of methods such as survey, workshop, observation, interview and research, presenting findings in a clear and concise way
- Reviewing operational processes and researching best practice to identify risks, issues and opportunities for service improvement
- Identifying appropriate technical solutions to meet business requirements and specifying how that functionality could cost effectively benefit the organisation and improve service delivery
- Creation of project plans and associated project documentation
- Managing delivery of tasks to ensure delivery to deadline, providing status reports and escalating issues as appropriate.
- Planning and performing system and user testing

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- Mapping processes and creating process and/or user guides as required
- Delivery of training in new solutions and/or processes both face to face and via written guidance
- Being a confident communicator of detailed information with the ability to adapt to the needs of and present to different audiences, frequently at a senior level
- Have excellent time management and organisation skills and have the ability to work independently once a brief had been agreed
- Supporting the Programme Manager in the creation and monitoring of the Corporate Plan

Graduates who join the programme are expected to:

- achieve the objectives set for them;
- ask for help/clarity where needed;
- develop their knowledge through self-directed study – further research, reading and questions;
- fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- work toward becoming professional member/associate where appropriate;
- make the most of the opportunities available within NYCC; and
- demonstrate expected behaviours of:
  1. focussing on customers and communities;
  2. taking responsibility;
  3. working together;
  4. acting with integrity
  5. building a culture of continuous improvement and innovation; and
  6. leading by example.

### Career progression

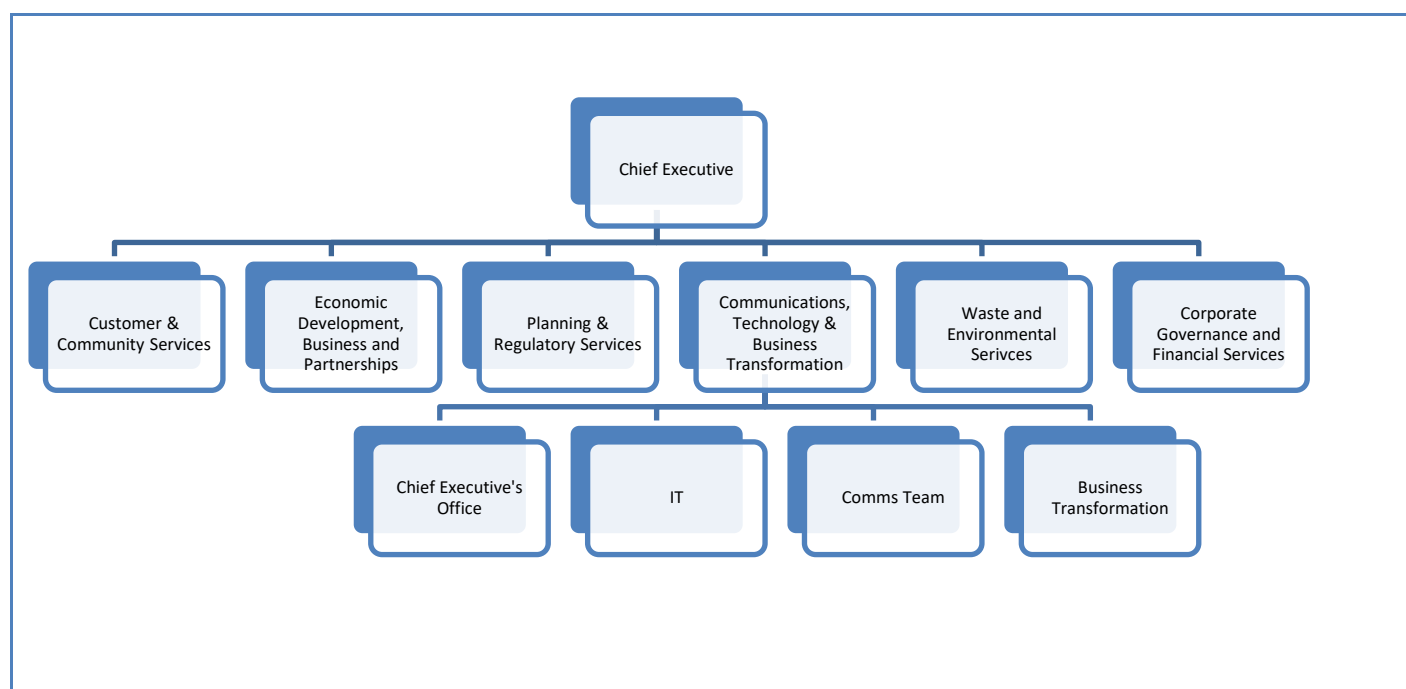
- The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the post holder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the post holder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

Pay progression will be based on performance review at 6 months and then 12 months as follows:

- Months 1-6 spinal point 6, Grade E
- Months 7-12 spinal point 8, Grade F
- Months 13-24 spinal point 13, Grade G

### Structure

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Job Description	
Job purpose	Typical graduate placements are required to deliver a range of projects within an area of specialism within the Council to effectively meet the organisation's needs.
<b>Operational management</b>	<ul style="list-style-type: none"> <li>• Deliver a quality service to internal and/or external customers as required;</li> <li>• Provide a complete 'end to end' service delivery, establishing ownership and closure as needed.</li> <li>• Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area.</li> <li>• Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation.</li> <li>• Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Working with staff from across the different services of the Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives.</li> <li>• Ensure links between the project and stakeholders are developed and maintained to provide an efficient service.</li> <li>• Develop an understanding of the wider role of the Council</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Utilise management information to facilitate achievement of objectives.</li> <li>• Use a range of computer systems to manage and progress casework, analyse and report on relevant data and to maintain effective communication.</li> <li>• Adopt new ways of working when new systems are introduced,</li> </ul>
<b>Policy and projects</b>	<ul style="list-style-type: none"> <li>• Contribute to policy development, consultation and implementation process.</li> <li>• Support on Directorate and Corporate projects as appropriate with support from relevant service colleagues.</li> </ul>

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Person Specification	
Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Good understanding of how policies/procedures can be applied in practice to result in required outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Good knowledge of relevant legislation</li> <li>Knowledge of change management processes</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of project work</li> <li>Experience of managing a busy workload within set deadlines</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a corporate and political context</li> </ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>IT skills and ability to interpret and analysis data</li> <li>Communication, presentation and interpersonal skills</li> <li>Problem solving skills and the ability to find innovative solutions</li> <li>Influencing and negotiating skills</li> <li>Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately</li> <li>A coaching based approach to support managers and develop</li> <li>Delivering briefings and training to managers/other staff</li> <li>Flexibility and ability to work with ambiguity</li> </ul>	<ul style="list-style-type: none"> <li>Policy formulation skills</li> <li>Coaching/mentoring</li> <li>Policy implementation skills</li> </ul>
<b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b> <ul style="list-style-type: none"> <li>Education to first degree level</li> <li>Good standard of literacy and numeracy to level 2 or equivalent</li> </ul>	
<b>Other Requirements</b> <ul style="list-style-type: none"> <li>Team worker/collaborative working</li> <li>Self-motivated and commitment to equal opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Some roles will require the ability to travel across the County.</li> </ul>
<b>Behaviours</b>	<a href="#">Link</a>