

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Business Improvement Support Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Programme Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>N/B</b>
<b>DEPARTEMENT/ SECTION:</b>	<b>Policy and Delivery Directorate / Business Delivery Team</b>
<b>SALARY:</b>	<b>Grade 9</b>

<p><b>MAIN PURPOSE OF THE JOB</b></p> <p>Sitting within the Business Improvement Team of the Policy and Delivery Directorate, this role supports various areas of corporate business delivery, including:</p> <ul style="list-style-type: none"> <li>• Planning and managing strategic change programs to meet corporate goals.</li> <li>• Advising project managers across the organisation.</li> <li>• Leading short-term projects using PRINCE2 methodology.</li> <li>• Creating and executing project communications.</li> <li>• Monitoring project progress and supporting underperforming ones.</li> <li>• Supporting corporate plan structures like Programme Boards.</li> <li>• Managing the Control of Records policy to ensure secure and updated documentation.</li> <li>• Identifying and managing grant funding opportunities.</li> <li>• Directly apply and support others to apply for grant funding.</li> <li>• Leading policy management processes, including standardising, consulting, and revising policies.</li> </ul>
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<p><b>KEY RESPONSIBILITIES</b></p> <p><b>Providing advice and guidance:</b></p> <ul style="list-style-type: none"> <li>• Advise project managers on successful project delivery within a PRINCE2 framework.</li> <li>• Recommend improvements to project management procedures and streamline systems.</li> <li>• Create and advise on the use of project templates and tools.</li> <li>• Produce project management guidance and support documentation.</li> <li>• Arrange project management training for staff as applicable</li> <li>• Maintain and update project management information on internal systems (Clic, Chwilio Adra, Teams)</li> </ul> <p><b>Project management:</b></p> <ul style="list-style-type: none"> <li>• Lead short term projects within a PRINCE2 environment, managing all project documents</li> <li>• Monitor project progress, resolve issues and ensure timely delivery</li> </ul>
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- Ensure project outcomes comply with equalities legislation
- Support communication and negotiation between management and employees
- Report accurately and timely reporting to relevant Project Boards
- Manage key tasks as identified by the Corporate Programme Board
- Support all corporate projects and participate in project boards

**Monitoring progress:**

- Update and maintain databases and systems with project and business improvement activity results
- Ensure timely and accurate reporting of programme areas to relevant Programme Boards, members of Adra's Board, Executive and Senior Management.

**Supporting the Corporate Plan Delivery Structure:**

- Maintaining documentation to support Programme and Project Board activities as required
- Arrange meetings and take minutes as necessary

**Other activity**

- Maintaining an effective document management system supporting the internal Control of Records Policy and ensuring compliance with the Data Protection Act 1998, ISO 14001 and ISO 9001 requirements.
- Support business improvement activities including service reviews and short-term task and finish activity
- Identify, apply for, and manage grant funding opportunities on behalf of the company
- Support the effective operation of the Tŷ Gwyrddfai Management Board
- Provide support and advice on the development of new and revision of applicable policies
- Support consultation and approval of policies
- To represent the Business Delivery Team as a member of the Operational Management Team (OMT)

**General:**

- To undertake such other duties as are within the scope of the job. The above accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION	ESSENTIAL (E) DESIRABLE (D)
<b>QUALIFICATIONS</b>	
Qualified to foundation level PRINCE2 or other recognised project management methodology	D
A degree in Business Administration, Management or related field	D
<b>EXPERIENCE, KNOWLEDGE AND SKILLS</b>	
Proven project management skills	E
Knowledge and experience of developing and delivering projects	D
Experience in monitoring project progress	E
Able to plan and organise work to ensure effective and timely outcomes	E
Ability to communicate clearly and effectively at all levels	E
Ability to build and maintain effective working relationships for collaborative working	E
Ability to influence and persuade stakeholders	E
Proven ability to work collaboratively within a team and across departments	E
Experience in leading and participating in cross-functional teams to achieve common goal	D
Demonstrated success in coordinating efforts and resources to achieve project objectives	D
Experience in facilitating team meetings and ensuring productive outcomes	E
Experience in identifying grant funding opportunities	E
Ability to prepare and submit successful grant applications	E
Experience in developing and managing policies	E
Experience in managing policy revisions and approvals	E
Experience in supporting consultation processes	E
Able to communicate effectively verbally and written in Welsh	E