**IMPROVEMENT ADVISOR (SO2)**

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| **CATEGORY** | **CRITERIA** | **MEASURE** |
| **EDUCATION/****QUALIFICATIONS** | A relevant degree or appropriate work experience. | AF/I/C |
| **WORK EXPERIENCE** | Experience of developing and applying continuous improvement techniquesExperience of review and assessment techniques.Experience of leading projects.Experience of developing policy and procedures.Experience of co-ordinating planning activities.  | AF/IAF/IAF/IAF/IAF/I |
|  | The ability to:* Apply a range of continuous business improvement techniques to achieve service improvement
* Proactively identify areas for improvement and suggest improvements to processes, procedures and practices
* Apply a range of consultation and engagement techniques
* Interpret complex information and communicate this in a coherent and articulate manner
* Develop comprehensive and well structured reports
* Co-ordinate and manage activities and projects to achieve improvements
* Contribute to overall team development and performance
* Deliver presentations to a range of audiences

An understanding of improvement methodologies.An understanding of consultation techniquesAn understanding of the key principles of strategic planningWell-developed project and performance management skillsProven research and analytical skillsGood interpersonal skills including the confidence to deal with and influence department heads/senior officersUnderstanding of legislation relating to data and information governance, Freedom of Information, equalities and health and safety. | AF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/I |
| **OTHER** | Must be able to work to a flexible working scheme, which may include some weekends/evenings. | AF/I |

# MEASURE CODE

AF - Application form

AC - Assessment centre

I - Interview

C - Certificates