

Service Improvement Assistant – InformationNow

Reports to: **Service Manager Prevention**

Direct reports: **[None]**

Evaluation: **436 points**

Grade: **N5**

Reference: **A5530**

Purpose

To support projects and resources across the Council to enable sustainable change and support the effective service delivery across the Council ensuring value for money services and outcomes for our residents.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To support change and service improvement initiatives across all Directorates within the Council.
2. To be responsible for creating and monitoring project and workstream delivery plans across a number of workstreams.
3. To maintain information systems with care and accuracy to provide information which informs the service position and also models change.
4. To maintain and manage public and internal websites, webforms and other digital interfaces with accuracy and in line with style guides and policy.
5. To provide project planning and project delivery as directed.
6. To undertake research as directed and provide draft reports to support the delivery of change.

7. To develop and maintain positive working relationships with internal and external stakeholders.
8. To provide advice and guidance on internal policies and procedures as required.
9. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
10. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.