

## **London Borough of Lambeth**

### **JOB DESCRIPTION**

<b>Job Title:</b>	Assistant Service Improvement Officer
<b>Department:</b>	Resident Services
<b>Division:</b>	Environment & Streetscene
<b>Business Unit:</b>	Parking & Highways Enforcement
<b>Grade:</b>	SO1
<b>Reporting to:</b>	Senior Service Improvement Officer

#### **Main purpose of post**

The Assistant Service Improvement Officer will provide support in ensuring that all legal and compliance aspects of the Parking & Enforcement Services are appropriately structured and discharged including policies, and that procedures and practices are regularly reviewed and updated as directed. The post holder will administer benchmarking and review customer insight to improve the overall customer experience.

The post holder will provide a high level of customer service and take ownership for resolving all enquires and complaints from the general public, elected members and other stakeholders, using customer insight to help shape the way we deliver services in the future.

#### **Principle Responsibilities**

- To support the management of statutory compliance in all enforcement areas ensuring that all policies and procedures remain fully compliant with all legislation and regulations.
- To provide project administration and assistance in projects and initiatives that will enhance the end to end customer experience, including inputting into web and workbook requirements.
- To participate in mystery shopping activities to understand the quality of what we deliver.
- To provide support with development programmes which monitor our performance from a compliance perspective.
- To ensure changes to relevant legislation and regulations within the Enforcement portfolio are communicated to stakeholders.
- To administer and maintain the Enforcement SharePoint site.
- To support the sales and marketing work stream by producing and organising mail outs and promotional material.
- To collate information, benchmarking and best practice data to be used in the formulation of policy development.
- To provide support as required to the Senior Management Team.
- To monitor customer complaints, FOIs and members enquiries and assist in the subsequent investigations by retrieving/extracting/collating evidence as directed.
- To maintain the lessons learned database and follow up on actions and due dates.
- To carry out any formal statutory consultation that may be required.
- To provide annual leave, sickness and any other cover for services within the Enforcement portfolio.
- To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
- To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management

Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.

- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

**Competency Based Person Specification  
Assistant Service Improvement Officer**

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing Criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the two ticks scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Two Ticks” (✓✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b>Key Knowledge</b>	K1	Holds a qualification in a customer focused or training discipline	
	K2	Working knowledge of the services that fall under the Enforcement portfolio	
	K3	Strong grasp of plain English concepts and being able to demonstrate this in verbal and written communications	
	K4	Working knowledge of Microsoft products such as PowerPoint, Word and Excel	
	K5	Working knowledge of project management principles, such as Prince.	✓A
<b>Relevant Experience</b>	E1	Substantial experience of working in a customer driven service, with hands on engagement with customers	✓A
	E2	Experience of working within a busy target-driven environment, effectively prioritising and managing own work load and being flexible and proactive	✓A
	E3	Experience of using Social Media, Content Management Systems and other communication tools	
	E4	Demonstrable experience of developing effective working partnerships including getting buy in from staff on initiatives you've worked on	✓A
<b>Key Behaviours</b>		<b>Focuses on people</b> is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our	

		<p>business. It's about making our processes fit people. For example:</p> <ul style="list-style-type: none"> <li>• Is responsive to both telephone and written correspondence, ensuring high quality and timely responses are provided</li> <li>• Is aware of the customer's needs and how actions impact on the overall customer experience.</li> <li>• Represents the Council in a positive manner to protect the Council's reputation</li> </ul>	
		<p><b>Takes ownership</b> is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development. For example</p> <ul style="list-style-type: none"> <li>▪ Listens, understands and proactively interprets our customer's needs.</li> <li>▪ Identifies personal training needs and constantly looks to develop skills and knowledge.</li> <li>▪ Takes the initiative to improve the ways we deliver our services.</li> </ul>	✓A
		<p><b>Works collaboratively</b> is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results. For example</p> <ul style="list-style-type: none"> <li>▪ Supports colleagues and provides help and assistance as and when required.</li> <li>▪ Build relationships with key contact to improve service delivery</li> <li>▪ Participates in group discussion, sharing their experience and knowledge</li> </ul>	✓A
		<p><b>Communicates effectively</b> is about how we talk, write and engage with others. It's about using simple, clear and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation. For example</p> <ul style="list-style-type: none"> <li>▪ Speaks to customers and colleagues in line with the Council's FRESH values.</li> </ul>	

		<ul style="list-style-type: none"> <li>▪ Makes use of communication tools to engage with colleagues from any locations,</li> <li>▪ Adapts own communication style to tailor your message to your audience.</li> </ul>	
		<p><b>Focuses on results</b> is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better. For example,</p> <ul style="list-style-type: none"> <li>▪ Committed to getting the job done first time</li> <li>▪ Understands priorities and organises time to meet deadlines</li> <li>▪ Is result driven and goes the extra mile to deliver results</li> </ul>	