

**London Borough of Lambeth  
Job Description**

**Job title:** Service Improvement Lead

**Grade:** PO7

**Division:** Performance & Business Improvement

**Reports to:** Senior Service Improvement Lead

**Responsible for:** Up to 10 staff

**Main purpose of the post:**

Drives service improvement interventions from delivering root cause analysis of poor performance to leading the delivery of a project. Works closely with Strategic Directors and Directors to understand and analyse performance, provide challenge, identify and deliver against opportunities for improvement. Manages and monitors improvement programmes focused on delivering improved outcomes for residents in line with service directorate priorities. Drives service improvement activity to deliver better outcomes for residents, partners and the community in Lambeth.

**Generic responsibilities:**


1. Deliver rigorous performance analysis and reporting against KPIs. Identify key trends, issues and drivers. Attend directorate management meetings to present findings and drive actions.
2. Identify opportunities for service improvement based on performance analysis. Work with service directorate leadership to develop plans for improvement based on underperforming KPI, or otherwise qualitative or quantitative evidence that demonstrates improvement is required.
3. Deliver or support service improvement interventions that realise key benefits for residents and customers of the service. Monitor and report on the impact of service improvement interventions on performance.
4. Capture and collate lessons learned, and share knowledge with colleagues in Performance & Business Improvement and the wider council to embed good practice.
5. Lead the completion of any annual or quarterly statutory returns or surveys.
6. Build strong relationships with leadership, officers and relevant partner agencies

within the service directorate they are responsible for. Develop and maintain expertise of frontline service delivery, wider context and challenges that drive or affect performance, to deliver informed and tailored support to directorates. Develop a credible and relevant service offer for the business.

7. Work closely with colleagues delivering corporate performance analysis to identify and deliver council-wide opportunities for change, provide service level expertise, feedback and challenge
8. Work closely with Business Intelligence team to deep dive and interrogate key performance issues, interpret data and provide a clear narrative back to directorates.
9. Maintain flexibility to deliver a service to customers, taking into account the specific requirements, capabilities and objectives of individual directorates.
10. Develop service improvement capabilities across Lambeth. Develop and embed a standard methodology for service improvement, alongside toolkits, guidance and templates for officers to draw upon.
11. Deliver a service which prioritises achieving better outcomes for residents and the community, and helps Lambeth to work holistically as an organisation.
12. Contribute to the setting of priorities for the division as well as specifying the work priorities of own service areas.
13. Manage service improvement officers to deliver reporting, performance analysis and deliver interventions. Enable them to develop breadth and depth of knowledge across directorates and service improvement methodology. Support their development to meet their personal objectives and goals.
14. To work with external suppliers and contractors to ensure the team and authority can achieve value for money and positively impact on outcomes.
15. To take personal responsibility for the good use of the council's resources appropriate to the job level and work area.
16. To deputise for the Head of Service as required.
17. To ensure that all actions comply with the Council's policies on diversity and equal opportunities and health and safety.
18. To undertake other duties which might be reasonably requested from time to time.

## Person Specification

## Service Improvement Lead – P07

<p>It is a requirement that in your written supporting statement you give evidence or examples of your proven experience for essential criteria.</p> <p>You should expect that all essential criteria 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 Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			<p><b>Short listing Criteria</b></p>
<div style="text-align: center;">  <p>Disability Confident Employer</p> </div> <p>Disability Confident is a scheme that is designed to help you recruit and retain disabled people and people with health conditions for their skills and talent. If the candidate meets all the essential role criteria – a guaranteed interview should be undertaken.</p>			
<p><i>Education</i></p>		<p>Educated to degree level and / or a relevant professional qualification</p> <p>Evidence of continued professional development</p>	
<p><i>Key Knowledge</i></p>	<p><b>K1</b></p> <p><b>K2</b></p> <p><b>K3</b></p> <p><b>K4</b></p>	<p>Substantial knowledge of current issues affecting local authorities, Adult social care and Health in particular</p> <p>Detailed knowledge of performance improvement tools and their practical application in Adults SC context</p> <p>Proficient in SQL, PowerBI and Excel</p> <p>Specialist knowledge of Adults social care service delivery area</p>	<p>A✓</p> <p>A✓</p> <p>A✓</p>

<i>Relevant Experience</i>	<b>E1</b>	Working flexibly and ensuring work flow and allocation of resources meets priority demands	
	<b>E2</b>	Proven track record of building relationships and working in partnership with a wide range of stakeholders, including those at a senior level and in other organisations	A ✓
	<b>E3</b>	Extensive experience of working in an environment where influence, negotiation and persuasion are significant levers to progress	A ✓
	<b>E4</b>	Experience of commissioning projects and programmes of work	
	<b>E5</b>	Line management experience	
	<b>E6</b>	Experience of working in highly complex and political environments	
	<b>E7</b>	Extensive experience in leading, delivering and monitoring service improvement programmes, including service design and user-experience design.	A ✓
<b>Core 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 business. It's about making our processes fit people. <ul style="list-style-type: none"> <li>• Ensuring anyone who calls me receives the best response that can be given even if it is not my area of work</li> <li>• Being approachable and positive for my area of work and other services</li> <li>• Showing empathy to help people inside the council as well as outside</li> </ul>	
		<b>Takes Ownership</b> Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence,	

		<p>engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> <li>• Taking ownership of my task, breaking it down, engaging with persons involved, and reflecting if there is a more efficient way of achieving it</li> <li>• Actively engaging in one-to-ones, appraisal process and team meetings</li> <li>• Take opportunities to learn new skills and develop ourselves</li> </ul>	
		<p><b>Works Collaboratively</b></p> <p>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.</p> <ul style="list-style-type: none"> <li>• Finding out what other colleagues do and working closely with them</li> <li>• Networking with other teams to seek out mutually beneficial ways of working</li> <li>• Being a good team player and stepping in to assist manager or colleagues during absences</li> </ul>	
		<p><b>Communicates Effectively</b></p> <p>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.</p> <ul style="list-style-type: none"> <li>• Listening for information from my manager and the council that can impact on your work</li> <li>• Sharing and passing vital and new information and reflecting back understanding</li> <li>• Targeting the message to the audience, ensuring that everyone can access the information.</li> </ul>	A✓

		<b>Focuses on Results</b> <p>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</p> <ul style="list-style-type: none"> <li>• Working with my manager to develop my skills and knowledge.</li> <li>• Looking for opportunities to move forward</li> <li>• Getting my work done to the best of my ability with the resources and finances we have.</li> </ul>	A✓
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