

<b>Directorate:</b>	<b>Strategic and Corporate Services</b>
<b>Unit/Section:</b>	<b>Analytics</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Performance and Analytics Manager – Continuous Improvement</b>

### **Purpose of the Job:**

As an Analyst Officer you will be part of the Analytics team within KCC. The Analytics team is part of the Strategy, Policy, Relationships and Corporate Assurance division of KCC. You will be expected to be flexible and adaptable in approach but maintain a specialist focus on one of the key areas: Customer Voice, Statistics, Strategy, Performance Reporting, Evaluation, Continuous Improvement or County Statistics.

As an Analyst Officer with the specialist focus on Continuous Improvement you will contribute towards projects that deliver business process change; involving increased utilisation of business analytical and automation tools to achieve financial and non-financial benefits.

Evidence based decision-making is a priority for the council and this role will require the individual to deliver specific projects; working with colleagues across KCC and partner organisations to provide specialist advice, guidance and support as necessary.

### **Main duties and responsibilities:**

- The post holder will have expertise in delivering process analysis, design and implementation projects that will be used to improve relevant KCC services' processes and policy. They will ensure their work is managed effectively to deliver project goals in an timely and efficient way. They will contribute to discussions establishing project specifications with clients (e.g. Managers, commissioners); and work effectively with others involved in the project.
- Support on complicated and technical change projects, including by conducting workshops, process mapping exercises, data analysis and producing guidance and specification documents. Take ownership and lead less complex change projects, promoting continuous improvement and efficiency using Lean Six Sigma methodology and related structured methodologies.
- Assist in processes which capture and translate business and customer needs through a range of analysis techniques into functional and technical requirements to create innovative solutions. Provide professional advice to the organisation to initiate and support delivery of business process change projects, including increased use of automation tools.
- Undertake complex improvement projects and produce clear reporting for a variety of audiences so they can readily understand the findings and use them in their decision-making.

- Work collaboratively with other members of the Analytics team to ensure the integration of continuous improvement projects with other research and evaluation work streams to develop a more complete interpretation and advisory service for clients.
- Undertake continual professional development so the individual is able to provide advice in their specialist area, as part of the team, to improve and reshape service delivery across the Directorates of KCC.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: *Analyst Officer – Continuous Improvement*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"><li>• Relevant degree level study or equivalent professional experience</li><li>• Commitment to further professional development, including to obtain a Lean Six Sigma (or other improvement methodology) qualification</li></ul>
EXPERIENCE	<ul style="list-style-type: none"><li>• Experience of delivering business improvement projects</li><li>• Experience of problem definition and analysis to formulate recommendations</li><li>• Experience of workshop facilitation, documentation analysis, interviewing, collaborative thinking and solution design</li><li>• Experience of delivering to customers' requirement and within the policy context in which they operate</li></ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"><li>• Excellent presentational and communication skills with the ability to articulate highly complex concepts and ideas impartially to non-specialist audiences</li><li>• Project management skills to deliver process change</li><li>• Works in partnership with other researchers, analysts, and other colleagues to provide relevant and high-quality contribution that influences to decision making</li></ul>
KNOWLEDGE	<ul style="list-style-type: none"><li>• Knowledge of statistical analysis and software</li><li>• Knowledge of continuous improvement approaches and Lean Six Sigma methodology</li><li>• Standards and ethics in Continuous Improvement, including Data Protection, Freedom of Information, and transparency</li></ul>
KENT VALUES AND CULTURAL ATTRIBUTES	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p>

	<b>Externally Focused</b> - Residents, families and communities at the heart of decision making
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