

Kent County Council

Job Description: *Analyst Manager – Continuous Improvement*

Directorate:	Chief Executive's Department
Unit/Section:	Kent Analytics
Grade:	KR11
Responsible to:	Research and Analytics Manager – Continuous Improvement

Purpose of the Job:

As an Analyst Manager you will be expected to act as a professional supervisor within the Kent Analytics service. The Kent Analytics service is part of the Strategy, Policy, Relationships and Corporate Assurance division of KCC.

You will be expected to be flexible and adaptable in approach as an Analyst Manager with a specialist focus on Continuous Improvement. You will lead and manage projects to deliver business process change, including 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 take the lead on 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 be an expert lead for key process analysis, design and implementation projects that will be used to improve relevant KCC services' processes and policy. You will take ownership over the collaborative process of agreeing project specifications with clients (e.g. managers, commissioners) and be responsible for the supervision of people and resources assigned to the project. You will ensure each project is managed effectively by delivering a cost effective and efficient service.
- Lead complicated and technical change projects, including by conducting workshops, process mapping exercises, data analysis, measuring impact and producing guidance and specification documents. Promote and encourage continuous improvement and efficiency using Lean Six Sigma methodology and related structured methodologies.
- Capture and translate business and customer needs through a range of analysis techniques into functional and technical requirements to create innovative solutions. Provide expert professional advice and expertise to the organisation to initiate and support delivery of business process change projects, including increased use of automation tools.
- Undertake and supervise complex improvement projects and the production of clear reports for a variety of audiences so they can readily understand the findings and use them in their decision-making. Provide high-level advice and support to clients who are using information provided by the team to influence policy and activity within the council.
- Collaborate and influence senior stakeholders to identify business processes which have opportunity for improvements so that projects have senior buy-in to ensure appropriate prioritisation is given to the work.
- Promote a culture that identifies improvement opportunities and supports the business case for change.

- Work collaboratively with other managers within the Analytics team to ensure the integration of continuous improvement projects with other research and evaluation workstreams to develop a more complete interpretation and advisory service. Make and implement recommendations for policy and process change which will improve the service provided for clients.
- Undertake continual professional development so the individual is able to provide advanced advice on their specialist area and be the expert point of contact within KCC, working across the directorates at an influential level to improve and reshape service delivery. The post-holder is expected to support the team and share developments to ensure knowledge remains relevant.

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

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Person Specification: *Analyst Manager – Continuous Improvement*

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">• Relevant degree level study or equivalent professional experience• Lean Six Sigma (or other improvement methodology) qualification or equivalent experience• Commitment to further professional development
EXPERIENCE	<ul style="list-style-type: none">• Extensive experience of delivering business improvement projects• Extensive experience of problem definition and analysis to formulate recommendations• Extensive experience of workshop facilitation, documentation analysis, interviewing, collaborative thinking and solution design• Established experience of delivering to customers' requirement and within the policy context in which they operate
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent presentational and communication skills with the ability to articulate highly complex concepts and ideas impartially to non-specialist audiences• Excellent project management skills to successfully deliver process change• Works in partnership, at a high-level, with other researchers, analysts, and other colleagues to provide relevant and high-quality contribution that influences to decision making
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of statistical analysis and software• Expert knowledge of continuous improvement approaches and Lean Six Sigma methodology• Standards and ethics in Continuous Improvement, including Data Protection, Freedom of Information, and transparency
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none">• We are brave. We do the right thing, we accept and offer challenge• We are curious to innovate and improve• We are compassionate, understanding and respectful to all• We are strong together by sharing knowledge• We are all responsible for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making