

Job Description



Corporate Services & Strategy Organisational Development Division

Post Title	Service Delivery Projects Officer		
Post Number	BG10110	Grade	Scale 4
Base	Civic Centre Ebbw Vale	Hours of Work	37 Hours
Car User Allowance	None	Disclosure	None
Contact	Service Delivery Team Leader	Updated	July 2014

Principal Job Purpose

Responsible to: Service Delivery Team Leader

Responsible for: The implementation, development and delivery of iTrent modules and leading on ad hoc projects for the OD Division. Supporting the Service Delivery Team Leader as and when required.

Principal Accountabilities

1. To support the development, implementation and rollout of the integrated HR/Payroll management information system (iTrent).
2. To assist in the maintenance and updating of the iTrent system in line with the Organisational Development project plan.
3. To utilise reporting facilities available to produce information and statistics from iTrent as and when required.
4. To assist in the review of practices and procedures of iTrent to ensure effective service delivery of the system.
5. To establish a suitable system for data collection to provide information in line with relevant projects.
6. To lead and deliver on providing workforce information for Organisational Development on a quarterly basis.
7. To lead and deliver on ad hoc projects in line with required deadlines.
8. To have a comprehensive knowledge & understanding of OD systems and processes.
9. To provide support to the Transaction Team when required.
10. To deal with enquiries from employees, members of the public, Trade Unions and other Departments and where appropriate forward queries to the relevant officer for action.

11. To ensure confidentiality and compliance with all relevant codes of practice including data Protection.
12. To liaise with relevant external agencies, officers of other departments and Trade Union Representatives in order to undertake the day-to-day activities.
13. To cover in the absence of the Service Delivery Support Officer in respect of the Occupational Health and accounts function.
14. To comply with the relevant sections of the Authority's Policy Statement on Health, Safety and Welfare at Work.
15. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
16. To undertake any other duties as directed by the Head of Organisational Development.

Person Specification

Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
<ul style="list-style-type: none"> NVQ Level 3 in Business Administration or equivalent 	Essential	✓			
<ul style="list-style-type: none"> Experience of leading and delivering projects within required deadlines. 	Essential	✓			
Other experience					
<ul style="list-style-type: none"> Substantial I.T. experience including Microsoft Office applications 	Essential	✓		Test	
<ul style="list-style-type: none"> Experience of working in a Human Resources Environment 	Desirable	✓			
Knowledge/Skills					
<ul style="list-style-type: none"> Excellent organisation skills 	Essential		✓		
<ul style="list-style-type: none"> Excellent time management skills 	Essential		✓		
<ul style="list-style-type: none"> Excellent communication skills 	Essential		✓		
<ul style="list-style-type: none"> Ability to effectively problem solve and find suitable solutions 	Essential		✓		
<ul style="list-style-type: none"> An understanding of the Local Government working environment 	Desirable		✓		

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude		✓		✓
	Gets the best out of people by developing the skills, experience, and ambition of		✓		✓

	self and team				
	Ensures equality & diversity issues are integral to service delivery		✓		✓
	Recognises when it is necessary to take a firm but appropriate line		✓		✓
	Supports & encourages good work-life balance in the team		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives		✓		✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance		✓		✓
	Challenges poor performance appropriately		✓		✓
	Is positive about improving the service and identifies potential benefits for the citizen		✓		✓
	Consults team and others, inside and outside the organisation, for improvement ideas		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication		✓		✓
	Communicates positively and respectfully		✓		✓
	Checks others' understanding		✓		✓
	Clearly explains and justifies decisions made elsewhere		✓		✓
	Encourages team members to think about and suggest improvements		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions		✓		✓
	Ensures decisions link to continually improving performance		✓		✓
	Uses problem solving as a method of improving the service		✓		✓
	Seeks clarification or challenges appropriately		✓		✓
	Explains decisions		✓		✓

	appropriately				
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		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together		✓		✓
	Promotes and contributes to partnerships to continually improve services for the citizen		✓		✓
	Networks effectively internally and externally		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service		✓		✓
	Ensures team is focused on serving the citizen as the first priority		✓		✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery		✓		✓
	Is positive about the organisation and the community it serves		✓		✓