

Job Profile: Improvement Officer

This supplementary information for Improvement Officer is for guidance for Level 3 Zone 1

Camden Way Category 3.

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To robustly document and analyse the performance of contractors who deliver any security services, CCTV services, CCTV reactive repairs and planned maintenance works to Camden's assets. Identification of deficiencies in service delivery, develop and implement improvement plans to ensure that all services, planned works and repairs are delivered to the highest standards of quality and ensure customer satisfaction and value for money, getting it right first time. Lead projects on behalf of the Department's management team and work with all stakeholders to develop the service.

Example outcomes or objectives that this role will deliver:

- To ensure the effective project management of schemes from inception to completion that meet all legislative requirements.
- To ensure that the services are monitored on a day to day basis and that effective controls are in place to manage quality and timeliness of works and to ensure that KPI's are met, where appropriate.
- Take overall accountability for analysing data on the performance of contractors and producing clear and concise reports to be presented at meetings with contractors, residents and staff at all levels to demonstrate the department's performance and progress on improvements to service delivery.
- To ensure that regular meetings are held with contractor's and minutes during all stages of the service, from pre-commencement to completion of works and to ensure that the defects liability period is monitored and applied.
- To ensure regular inspection of schemes and to deal with any contractor, service provider or resident issues that may arise.
- To work closely with all stakeholders to ensure that the service meets the requirements of Councillor's and residents and meets the Council's objectives to deliver high quality, value for money services
- Establish close and constructive relationships with all teams within the division, contractors, residents and members to identify areas for service improvement.
- Develop and monitor the effectiveness of quality assurance processes and service delivery and identify through consultation the most effective options for service improvement.

- Play a key role in strategy development with senior management, responding to changes in the Council, financial challenges, government priorities, legislation, links with other divisions and corporate strategy.
- Identify training needs and monitor ongoing training delivery ensuring that contracted security staff are equipped with the relevant skills to carry out their duties and improve performance.
- To ensure the professional delivery of processes such as database management to support the security service
- To work with colleagues and Team Leaders using innovative and imaginative thinking to identify areas for improvement, sharing and implementing best practice
- To embrace new technology and new working practices to maximise efficiency

Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties

People Management Responsibilities:

- The post will report to the Head of Security, but may be required to work on specific projects as directed. The post holder will, on occasion, be required to report on projects directly to the senior management team.
- This post does not directly line manage staff but does have responsibility for managing projects.

Relationships:

- Work collaboratively with colleagues in Property Management, Community Safety, managers, contract staff and shared services.

Work Environment:

- The post holder will work within a complex, legislated and highly sensitive framework and confidentiality and discretion must be observed at all times. The post holder may occasionally be required to work at weekends or in the evening, particularly if projects require close working with teams who operate out of hour's arrangements.
- The Security Management team is located at 5 Pancras Square and Holmes Road, although staff may also be expected to work either remotely at other locations or from home. An important feature of this post will be the willingness and ability to work flexibly across the Property Services Division.
- The post-holder will be required to work in an 'agile' way in line with Camden's paperless and flexible work environment.

Technical Knowledge and Experience:

- Knowledge and experience of accurately recording meaningful statistics and reports.
- Computer literate and competent in the use of Microsoft Office Packages including Word, Excel and PowerPoint.
- Resilient and ability to work with minimum supervision, using problem solving skills and initiative.
- To work with confidential and sensitive data applying key principles of GDPR (General Data Protection Regulation) and DPA (Data Protection Act).
- Ability to make accurate, logical and considered judgements, thinking creatively and working with others to develop innovative solutions
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team
- Knowledge of quantitative and qualitative research methods.
- Experience of Key Performance Indicator, Service Level Agreement and invoice reconciliation / monitoring.
- Ability to prioritise workload to deadlines - whilst remaining flexible to dynamic demands.
- Ability to learn, understand and apply legislation and codes of practice for CCTV and security services provision.
- Knowledge and understanding of the assessment of value for money in reactive and planned repair works, procurement and contract management.
- Understanding of the needs of customers and all stakeholders in the provision of performance management.
- Knowledge of best practice in project management and risk management techniques.
- Knowledge and understanding of effective ways of presenting data and information to a range of stakeholders.
- Knowledge and understanding of the importance of forming strong relationships with parties to enable constructive dialogue and positive outcomes.

Experience

- Experience of liaison and consultation with a range of stakeholders in relation to contracted activities.
- Experience of project management processes and taking forward a project brief to an implemented plan.
- Experience of identifying performance issues implementing an improvement plan and monitoring its effectiveness.
- Experience of accurate report writing and presentation of complex data using IT.
- Experience of complex data analyses and follow on reporting and drawing up of action plans
- Experience of performance measurement and management techniques and their development

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Chart Structure

