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| **RENFREWSHIRE COUNCIL**  **FINANCE AND BUSINESS SERVICES**  **JOB OUTLINE** | | | |
| **SERVICE:** | Finance and Business Services | **SECTION:** | Business Services |
| **POST TITLE:** | Service Delivery Officer – Process Automation | **POST ID:** | 108018 |
| **GRADE:** | GR9 | **LOCATION:** | Council HQ |
| **REPORTING TO:** | Continuous Improvement Manager | | |

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| **PRINCIPAL ROLE:** |
| Lead the Process Automation team which has specific responsibility for providing automation services across the Council.  Support the design and development and implementation of Change initiatives / improvement programmes within Customer and Business Services to ensure the service:   * remains committed to and delivers continuous improvement; * implements legislative change; * is focused upon achieving agreed performance levels; * embraces, and assists with delivering innovative use of technology to improve the efficiency and effectiveness of service delivery; * remains sensitive and proactively adaptive to changing customer needs.   Maintain effective working relationships/partnerships with, Senior Management, Stakeholders and other council services in relation to Process Automation  Deputise for senior management, where appropriate. |

**Key tasks for which the postholder will be responsible:**

* Lead the development and deployment of automations for appropriate processes across a wide range of Council service areas
* Lead team’s contribution to the ongoing development of strategy and policy for automation.
* Lead, develop and manage the delivery plan for the automation platform
* Play a leading role in working with senior stakeholders to ensure education about Robotic Process Automation and wider technologies are understood and that automation embedded in service design and considered at the earliest stages of new process design, providing technical expertise and formal training where required.
* Support senior managers in undertaking complex financial and business modelling to ensure appropriate selection of processes for automation and realization of benefits
* Develop appropriate internal and external communications and engagement strategies relating to automation.
* Evaluate working practices, ensuring they are efficient, effective, documented, understood and followed by all appropriate staff members
* Record, interpret and present statistical information in relation to performance of automation for a wide ranging and senior audience
* Manage team to ensure effective allocation of resource to efficiently meet the delivery of the automation pipeline
* Manage the workload and development of team members, assigning and managing appropriate work and objectives and ensuring all outcomes are delivered and timescales are met and that all relevant HR and personnel policies are fully complied with
* Play a leading role in the development and delivery of training for Customer & Business Services
* Represent the service at supplier service and contractual reviews challenging delivery to contractual terms, performance and issue resolution
* Represent the Council at knowledge sharing and promotional events, ensuring it remains a lead and pioneering authority in respect of automation related technology.
* Use influencing skills to ensure staff and customers adopt new and appropriate ways of communicating, reporting and working
* Ensure that Change is effectively implemented by promoting a positive approach and leading team participation where requested/appropriate
* Ensure the team proactively engages and works effectively across service boundaries throughout the Council to achieve the service objectives and broader aims of the Council. This will include developing effective working relationships, effective communication channels, effective joint working and where appropriate pooled resources and team.
* Develop and maintain effective relationships with, senior managers, other council services, and interested parties.
* Understand and anticipate the future needs of the service by horizon scanning the public service landscape and sharing information/specialist advice with key stakeholders and suppliers

**Additional tasks for which the postholders will be responsible:**

* Support the Senior Management in the design, development and implementation of initiatives to ensure the service:
  1. remains committed to and delivers continuous improvement;
  2. is focused upon achieving agreed performance levels;
  3. embraces, develops and delivers innovative use of technology to improve the efficiency and effectiveness of service delivery;
  4. remains sensitive and proactively adaptive to changing customer needs
* As directed, manage and facilitate any operational initiatives and or changes affecting Customer and Business Services
* Implement changes in practice, policy or legislation as advised by management and ensure that departmental/council practices are adhered to by staff
* Adhere to the Council’s commitment to Health & Safety, Supporting Attendance, Equal Opportunities and compliance with all relevant policies.

This job description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.