

**RICHMONDSHIRE DISTRICT COUNCIL
JOB DESCRIPTION**

JOB TITLE	Business Improvement & Digital Communications Team Leader	POST NUMBER	RES ICT 08
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MAIN PURPOSE OF JOB:

To assist the ICT and Business Change Manager in co-ordinating and delivering the programme of improved efficiency through business process reviews and implementation of changes across the Council, supporting other related projects as necessary. To co-ordinate and oversee the Council's Corporate Digital Communications.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

The post will include the supervision of the Business Improvement Team, including consultation, graphic design and digital communications. Support the ICT and Business Change Manager with the project work with support from internal teams / people as needed.

SUPERVISION AND GUIDANCE:

The post will involve motivating and monitoring/coordinating the work of managers / officers to deliver projects as part of the overall programme.

RANGE OF DECISION MAKING:

Decisions relating to the implementation of the project to change business processes across services and Digital Communications, including website and social media content approval.

RANGE OF DUTIES AND RESPONSIBILITIES

The Business Improvement & Digital Communications Team Leader will be an experienced practical project manager who co-ordinates all activities of a project and with specific skills in business process improvement:-

1. Supervision of staff in the Business Improvement Team
2. Maintain and update all programme documentation to drive delivery of the Project as required by the ICT and Business Change Manager.
3. Provide information and advice to officers undertaking programme work to support the delivery of initiatives and the project.
4. Prepare and deliver presentations relating to the project and initiatives.
5. Manage the contract for the Council's website and the content management arrangements across the Council.

6. Investigate best practice, making recommendations for changes needed.
7. Undertake the business process reviews, identifying current and 'to be' processes. Implement any changes agreed by Project Board to processes.
8. Preparation and submission of statistical and financial returns.
9. Project Management of the implementation of complex ICT systems and business process improvements.
10. Lead and undertake business process analysis and change.
11. Lead on specific transformation projects
12. Monitor and report on progress through the use of key milestones and performance indicators, use of risk registers and issues logs.
13. Using semi-formal project management tools, plan coordinate and deliver the overall project within timescales and to budget
14. Assist with the development, implementation and delivery of communication, consultation and marketing and community engagement strategies.
15. Oversee Digital Engagement to maximise online channel shift and growth
16. Oversee the Council's corporate presence on relevant social media
17. Contribute towards the monitoring of budgets and other resources in relation to the programme.
18. Undertaking such duties of a comparable nature and level of responsibility as may be required from time to time by the Corporate Director.

CONTACTS:

Councillors, senior managers, officers, officers of other local authorities, External Suppliers, External Audit, Central Government Departments and Agencies, external funding partners, members of the public.

SPECIAL CONDITIONS OF SERVICE: None
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COMPILED BY: Sian Moore	ASSESSMENT DATE: 16/08/18
COMPILED DATE: 16/08/18	POST GRADE: Grade 11

Job Description
 agreed by postholder..... Date.....