

**RICHMONDSHIRE DISTRICT COUNCIL  
RESOURCES DIRECTORATE  
PERSON SPECIFICATION**

**Senior Business Improvement Officer**

**Criteria will be assessed via the submitted application form (A), and Interview (I) or both (A, I)**

<b>QUALITIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION AND PROFESSIONAL QUALIFICATIONS</b>	<ol style="list-style-type: none"> <li>1. Relevant professional or managerial qualification (A)</li> <li>2. An appropriate professional qualification in Project Management (e.g. Prince 2) (A)</li> </ol>	a. Degree in an appropriate subject (A)
<b>EXPERIENCE</b>	<p>Significant experience overall: to include some experience of:</p> <ol style="list-style-type: none"> <li>3. Detailed knowledge of project management techniques and implementation (A, I)</li> <li>4. Detailed practical experience of project management and implementation (A, I)</li> <li>5. Can demonstrate experience of performance providing support to service management (A, I)</li> <li>6. Can demonstrate experience of managing own time and leading others to meet project management and other deadlines (A, I)</li> </ol>	<ol style="list-style-type: none"> <li>b. Knowledge of ICT Systems and processes (A, I)</li> <li>c. Experience of reviewing systems and implementing change (A, I)</li> <li>d. Experience of responding to media enquiries (A, I)</li> <li>e. Website and content management systems (A, I)</li> <li>f. Local Government experience (A, I)</li> <li>g. Public sector experience (A, I)</li> </ol>
<b>PERSONAL COMPETENCIES</b>	<ol style="list-style-type: none"> <li>7. Customer Focus – The ability to understand the customer’s perspective and communicate clearly with them (A, I)</li> <li>8. Project development management skills including planning and working to deadlines (A, I)</li> <li>9. Ability to analyse, organise, interpret and present data (A, I)</li> <li>10. Leadership skills/promotion of organisational policy objectives (A, I)</li> <li>11. Successfully persuades, influences and/or negotiates effectively with people (including external partners and organisations) (I)</li> <li>12. Strong ICT skills in Microsoft office (A, I)</li> <li>13. Commitment to customer care / strong customer focus (A, I)</li> <li>14. Communication and presentation skills (written and oral) (A, I)</li> <li>15. Manages pressure effectively and copes well with problems/issues encountered. (I)</li> <li>16. Enthusiastic/flexible and self-motivated. (I)</li> <li>17. Ability to work as part of a team or individually (A, I)</li> <li>18. Good interpersonal skills (I)</li> <li>19. Problem solving and ability to find pragmatic problems (A)</li> </ol>	<ol style="list-style-type: none"> <li>h. Budget managing / monitoring (A, I)</li> <li>i. Ability to work without close supervision (A, I)</li> <li>j. Awareness of current local government policy issues and initiatives (A, I)</li> </ol>
<b>OTHER REQUIREMENTS</b>		k. Ability to be able to travel around the District (including all RDC offices) and wider, on Council business (I)