

## Job Description

<b>Job Title</b>	Graduate Finance Improvement Specialist
<b>Directorate</b>	Finance and Resources
<b>Service Area</b>	Finance Improvement
<b>Grade</b>	6
<b>Competency Level</b>	1
<b>Salary</b>	£35,412 - £39,862
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	A10216

## Job Purpose

A 24-month fixed term working in a supported environment to develop skills and knowledge whilst undertaking the Improvement Specialist Level 5 Apprenticeship qualification.

Provide Business Analysis for the City Council's Finance Improvement Programme and its associated projects.

### **Directly Responsible For:**

No line management responsibilities.

### **Directly Responsible To:**

Finance Improvement Lead

### **Main Areas of Responsibility:**

- Develop your technical analytical skills as an Improvement Specialist on the City Council's Finance Improvement Programme and its associated projects
- Deliver all aspects of complex strategic improvement and change activity in a defined functional discipline or cross-business process
- Identify the best-fit analysis approach such as Lean, six sigma etc. to ensure improvement outputs meet the needs of programmes and projects
- Responsible for the advanced analysis and technical guidance during the discovery phase of the project lifecycle and act as a key contact for customers and senior managers throughout this phase.
- Assess complex customer activities to identify opportunities to streamline processes to deliver added value, reduce costs or maximise project benefits
- Challenge non-fact-based decisions and create both innovative and disciplined ways of working
- Complete comprehensive, cross-functional 'as-is' business process documentation to identify current processes and responsibilities as well as more effective, efficient 'to-be' processes to allow customers and stakeholder to visualise and understand suggested improvements.
- Produce detailed documentation such as statement of requirements to fully capture customer requirements.

- Use a variety of documentation methods and templates to ensure requirements are captured clearly and without risk of ambiguity. Take ownership of these documents to ensure they remain fully fit for purpose
- Identify opportunities to capitalise on existing or emerging technologies to meet customer needs
- Present advances analysis findings and technical guidance to the customer, key stakeholders and senior management
- Liaise with technical design professionals to ensure proposed solutions meet with customer requirements and expectations
- Assist on the embedding an 'improvement' way of working at all levels of the organisation that delivers sustainable improvement including improved customer satisfaction, increased revenues and decreased costs
- Demonstrate the value of using 'improvement' techniques by helping people to understand what and how they will help them to achieve their goals
- Assist on continually reviewing internal advanced analysis practices to ensure they are fit for purpose, in line with industry best practice and delivering exceptional outcomes for customers and stakeholders.
- Support on the production of business cases to ensure proposed programmes deliver best value
- Assist on the delivery and documentation of post implementation benefit reviews
- Develop and maintain an excellent relationship with key internal/external customers and suppliers as appropriate for on-going improvement initiatives/activities
- Undertake responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations.

## **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies.
- Explores different options for funding and income generation.

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

## **Physical Demands of the Job:**

- The job would include using a computer and sitting at a desk for prolonged periods of time.

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

The competency framework can be found [here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

# Person Specification

Assessment methods used:

I = Interview, P = Presentation, A = Application, E = Exercise, T = Test,  
AC = Assessment Centre

## Qualification and training

### Essential

- Minimum 2:2 Degree or equivalent in a relevant discipline (A)
- GCSE Maths and English, grade A\*-C/9-4 or equivalent (A)
- A commitment to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Improvement Specialist Level 5 Apprenticeship qualification (A,I)

## Experience

### Essential

- Experience working with different teams that have their own goals and priorities (A,I)
- Evidence of facilitating and presenting at meetings and workshops with key stakeholders (A,I)

### Desirable

- Evidence of the preparation and successful submission of advanced analysis documentation

- Appropriate evidence of utilising a range of methods to capture and analyse customer requirements
- Understanding of financial terminology

## Skills/Abilities

### Essential

- Good communication skills both verbally and written, with the ability to adapt communication for intended audience (A,I)
- Ability to prioritise workload and meet deadlines (A,I)
- Demonstrate attention to detail when completing documentation and presenting findings (A,I)
- Strong analytical and problem-solving skills (A,I)

### Desirable

- Listening skills
- Ability to undertake appropriate background research
- Ability to elicit the customer's views and concerns
- Present a professional and competent image of the business to internal/external customers, suppliers and other key stakeholders
- Understanding of service level agreements and supplier relationships

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

- Focused on project delivery and customer satisfaction
- Desire to learn; improve and progress, personally and within the context of a team