WELWYN HATFIELD

Role Profile

This section provides key information relating to the role

Job Title:	Utilities Project Officer		
Post No:	RP0137	**Grade:**	H
Team:	Service Transformation Team	**Location:**	Campus East
Responsible to:	Service Manager (Transformation)		
Responsible for:	N/A		

Overall job purpose:

Works as part of the Transformation Team with specific responsibilities to lead on business analysis and improvement projects in relation to the council's utilities and energy.

Has day to day responsibility for managing the development and implementation of improvement projects with specific focus on review and payment process improvements, contract management and smart meter roll out across the councils building portfolio.

To provide guidance and support to service teams, in delivering excellence in business processes including meter readings and recharging to residents and businesses as required.

To be facilitator in working collaboratively and effectively with service teams, key stakeholders, and partners. You will champion transformational change in line with the key themes of the Council's Transformation Strategy.

Key areas of focus:

1.	To act as operational lead overseeing the delivery of high quality, efficient and compliant processes across the council, managing the operational direction of the services in respect of delivering its key objectives, and specific duties.
2.	To be responsible for proactively identifying through research, data analysis, and customer insight, what needs to change to meet transformation objectives and why. Presenting options for change that drives value in outcomes.
3.	To work with service teams, key stakeholders, contractors and suppliers, to take the role as facilitator in developing new or redesigned ways of working in relation to the council's utilities. To be an advocate of change management, and engage with staff, running workshops and feedback sessions. To bring people together throughout the improvement journey to feel empowered to embrace new ways of working.

4.	To investigate, plan and implement smart metering for the council's premises, prioritising those which are recharged to external parties.
6.	To present your findings and communicate clearly to service matter experts and project teams in understanding the big picture, and the need for change based on sound evidence. To support drafting of internal communications in sharing good news stories on discoveries made and lessons learnt so far, and reporting on progress.
7.	To be self-sufficient and manage work independently. To manage daily multiple projects, tasks and demands. You will support the transformation portfolio delivery and be project manager and co-ordinator for a range of projects, helping to ensure projects are delivered to scope, quality, time and budget.
8.	To support the team with deploying new ways of working by providing testing of new solutions and products, training and supporting staff through the deployment phase. You will share your knowledge and skills, coach and empower teams by creating a supportive environment.
9.	To supervise direct reports in accordance with council's policies and procedures. To identifying training requirements and encourage personal development and meet organisational and team objectives.
10.	As a member of a team, you will be an effective team member, sharing knowledge and skills and stepping up to help when needed.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training to A-Level or professional qualification level, or equivalent experience, knowledge and training which relates to the specific requirements of the job.	x		AP
Degree in relevant subject		x	AP
Experience of reviewing and mapping processes, identifying improvements, and implementing them to	x		AP/IN

enhance the end users experience and improve working processes.			
Experience of using business analysis techniques and investigating problems to develop creative and actional insights, and opportunities for improvement	x		AP/AS/IN
Experience in project management including, planning, devising, and scoping project work and delivering against agreed milestones	x		AP/AS/IN
Experience of staff management and providing training to a group of staff		x	AP/IN
Experience in dealing with external partners, stakeholders, Council Members, and others		x	AP/IN
Knowledge			
Training or experience that has developed a range of specialist knowledge of the following areas: - Project Management - Customer service - Performance management solutions or Process management - Customer insight and data intelligence - Business analysis and research	x		AP/AS
Training or experience that has developed a general level of understanding of the following areas: - Customer journey mapping - Quality Assurance - Digital standards		x	AS/AP
Knowledge of the energy sector		x	AP/IN
Skills and abilities			
Ability to facilitate workshops and engage with users, collecting requirements and turn user insight into improvements	x		IN
Ability to analyse complex information and problems, developing creative solutions and present informative summaries	x		AS/IN
Ability to make decisions and deliver under pressure, and to escalate where appropriate.	x		AP/IN
Excellent organisational and time management skills, ability to plan and deliver projects and tasks over an agreed timeframe.	x		IN

Results focused, with excellent interpersonal skills to keep people energised, positive and focussed on delivering a great experience.	x		IN
Ability to influence and use negotiating skills, to encourage transformational change.	x		IN
Ability to take a fair and balanced approach to resolving complex issues raised by service teams and stakeholders	x		IN
Ability to communicate complex issues effectively in a range of different situations	x		IN
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role (process mapping solutions or MS Power BI).	x		AS/IN
Other attributes			
Acceptance that working outside of normal office hours such as evenings and weekends is part of this role	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.