Role Profile: Project Coordinator – Business Improvement

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WHO'S IN MY TEAM?

Line Manager (role):	Business Improvement Manager
Level:	A
Team:	Business Improvement
Business area:	Transformation & Digital Services

WHAT'S MY ROLE?

You'll be working in a busy and ambitious Business Improvement team who are key in driving change and agility across the organisation, to enable the delivery of a high performing culture. Working closely with a number of roles across the team, you'll take a varied role, providing key support within both our project delivery and corporate-wide performance analysis.

You'll be the coordination point for our busy team, who are responsible for delivering service improvement, change, and performance analysis across the organisation. You'll work particularly closely with both our Service Designer and our Change & Performance Analyst to provide support in their projects.

You'll help to coordinate the schedule, risks, and issues of our projects, communicating with teams across the organisation to ensure actions and deliverables are being achieved. You'll also help to facilitate workshops and service design research sessions, ensuring actions and outputs are realised.

You'll work closely with our Change & Performance Analyst to provide key analysis across our KPIs, goals, user needs and benefits, working with service managers and project teams to provide data and performance analysis as required.

WHAT AM I ACCOUNTABLE FOR?

Project Coordination

- Working across all aspects of project delivery, understanding project scope, and assisting with requirement facilitation with a continuous focus on improved outcomes for the customer
- Supporting the research phase of service design, using this to assist with the creation of the business case
- Using your knowledge of performance data to aid project scoping and delivery
- Assisting with the facilitation and delivery of key workshops across a number of projects
- Participating and supporting project meetings by communicating action items, risks and issues to ensure project team members are on the same page
- Ensuring the quality of project documents and data analysis to align project integrity
- Assisting with the creation of prototypes and user stories
- Monitoring project activities on an ongoing basis to ensure target dates/milestones are met
- Escalating any risks, issues or concerns to the Project Manager and/or Business Improvement Manager where appropriate

Performance

- Assisting the Change & Performance Analyst by using available performance data to identify where key changes could benefit the customer and the business
- Helping to drive engagement with performance data and insight by using available performance information with project delivery
- Working closely with the Change & Performance Analyst to develop the availability of

performance information within our Business Intelligence platform

General
- Building strong relationships with key staff across the organisation, working closely with them to promote effective project delivery and data analysis
- Supporting adhoc projects and deliverables as and when they arise

WHAT WILL I BRING TO THE ROLE?

What's essential:

- A keen and inquisitive mind with excellent analytical and facilitation skills
- A proven ability to manage multiple, complex tasks, to tight deadlines
- Excellent communication skills, with a proven ability of building and managing relationships across varying levels of seniority
- A passion for delivering change and working within transformation
- Excellent influencing skills and the ability to challenge constructively
- Excellent organisational skills, with a keen eye for detail, and the ability to work across multiple projects
- Experience of working with a variety of datasets, translating these into meaningful insights and actions

What's desirable
- Experience of working within agile project delivery
- Experience of working within a transformation environment and change management
- Experience of developing performance metrics and using business intelligence solutions
- Experience of working in a digital transformation environment
- Experience of service design

BUDGETARY RESPONSIBILITIES:

Headcount:	Not applicable
Financial (operational / capital):	Not applicable
Other, if applicable:	

QUALIFICATIONS:

No essential qualifications are required, however experience of Agile project management is preferred.

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