Job Profile

Kirklees COUNCIL

Management Services Co-ordinator   Grade 10

At Kirklees we want to be innovative and creative in the way we work to deliver services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

Your key responsibility will be to coordinate the delivery of concurrent projects involving the development and implementation of information management systems and processes across Commercial Regulatory and Operational Services (CROS). Reporting to the Management Services Manager you will also be responsible for coordinating information resources consistent with service needs and input to projects. You will manage large datasets, analysing and interpreting data (quantitative and qualitative) and generating performance management reports that support efficient and effective service delivery and change. You will also have a key role in maintaining and reviewing Health and Safety management processes. You will be based in the Management Services Team supporting CROS services to have underpinning business intelligence and processes in place to help shape and manage how services are delivered.

This role is based within the directorate of Economy and Infrastructure. Click here to find out more ●

The Job

Supports projects within the directorate on a range of change programmes to deliver change that impacts across the whole of CROS and challenges how we will deliver services in the future. Delivering these changes will require producing and maintaining complex implementation plans which will consider new systems, processes and ways of working and will evidence rationale and outcomes.

Working with the Management Services Manager you work with services, co-ordinate intelligence, produce action plans, and evaluate methods of work to implement cutting edge, sophisticated business intelligence solutions which optimise service delivery and determine service standards within resource requirements.

The job requires proficient and detail oriented provision of support in the following areas: information management; work schedules; research; scenario building; process mapping, performance management and measurement.

You will develop and maintain catalogued information resource systems, ensuring that intelligence gathered is supported by appropriate analysis and meets corporate standard requirements and service needs.

You will play a key role in supporting the delivery and management of health and safety across Environment & Greenspace, in line with the Council's Policy and Health and Safety Legislation.

You will contribute to ensure accurate and effective performance management arrangements are in place to support services to ensure required tasks are undertaken, resources are used appropriately and in place.

Job Checklist

- Support projects across the directorate undertaking resource modeling, analysis and monitoring to ensure changes are defined, tracked and deliverable.

- Work collaboratively with colleagues and service managers across the directorate to ensure that data sets are regularly updated, including importing, checking and cleaning data.

- Support the development and maintaining relevant electronic library of CROS information assets, ensuring that information governance arrangements are upheld.

- Provide support to others, carrying out information and knowledge based activities.

- Coordination of CROS information systems and data analysis developing and maintaining integrated dashboards to report core business performance.

- Assist in the production of reports and intelligence on trends and difference/ inequalities in data.

- Assess equipment, plant and technologies to determine effectiveness, value for money and health and safety arrangements.

- Provide training to staff on information and performance management systems.

- Provide support on all matters related to the management of health and safety and arrangements. Producing risk assessments, action plans and deliver of training

Job Profile

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The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You have experience of working in a project management environment that gives you the credibility to work with managers and stakeholders to ensure the project outcomes are successfully delivered on time and you are effective working in a culture of changing priorities.

You have a positive attitude towards innovation and change and possess a range of communication and interpretation skills to work with CROS service managers, employees and stakeholders at all levels.

You know that information systems, intelligence data and effective analysis are essential to drive forward business efficiencies and you have proven skills in statistical and business intelligence data, undertaking work-study, research, analysis, benchmarking and modelling exercises. You have used performance indicators to assist with performance planning, have developed and implemented information systems to support service delivery, and produced both qualitative and quantitative performance reports.

You understand that information security is integral for information management.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:
- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at level 2. Click here to find out more ●

You will also promote and role model the Council's Expectations within the organisation.

Person Checklist

- Qualification and/ or experience related to project management and successful project delivery, preferably in an area of development.

- Experiences of implementation and maintenance of work scheduling or data processing systems.

- Demonstrate comprehensive understanding of health and safety legislation and the impact on this role.

- Has a proactive approach to problem solving together with the ability to analyse, determine and prioritise key actions to deliver project objectives.

- Experience of effective communication with stakeholders both internal and external to the organisation.

- Ability to provide and present reports and information to Project Board(s) or other forums.

- Proven ability to use IT, Geographical Information Systems (GIS) and Microsoft Office packages, having advanced skills in Excel

- Experience of data research and ability to prepare understandable and factual reports in a variety of formats.

- Can demonstrate attention to detail and accuracy/ precision when working with and analysing very large datasets.

- Ability to write clear and concise reports on a variety of project related topics

- Experience of quality checking your own work and the work of others.

- Able to produce notes of guidance and procedures and to deliver training.

- Understanding of information governance requirements.