**Manchester City Council**

**Role Profile**

**Reform and Innovation Analyst, Grade 8**

**Reform and Innovation, Corporate Services Directorate**

**Reports to: Reform and Innovation Manager**

**Job Family: Policy and Governance**

**Key Role Descriptors:**

This role will provide strategic and operational support to enable more effective working practices for the delivery of Council priorities.

The role holder will be accountable for the development of policy and governance standards and procedures and will provide support and adviceon matters affecting the organisation, budget, civil and protocol matters.

The role holder will ensure that robust governance measures are in place to enable effective organisational decision making.

**Key Role Accountabilities:**

Develop and maintain effective, positive and proactive relationships with all relevant senior officers, stakeholders, members and external partners to develop effective business processes, policies and strategies.

Draft policy and procedural matters and implement their co-ordination and delivery.

Drive the efficient and effective delivery of projects and workstreams, managing stakeholder and customer expectations and providing research and development information for specific initiatives.

Provide strong leadership and direction to relevant stakeholders through appropriate management to maximise performance and contribution of key objectives.

Provide solution options to complex problems and develop robust business cases to support all change activities to drive timely decision-making.

Support and contribute to key initiatives and programmes to ensure that they are delivered successfully resulting in effective decision making through effective liaison and coordination.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**About the Reform & Innovation Team**

The Reform and Innovation team is central to driving and implementing the city's strategy for public service reform and subsequent organisational change to deliver the best outcomes for residents, aligned to the Our Manchester Strategy. This supportive and diverse team fosters a flexible working environment to maintain a healthy work-life balance. As a forward-thinking and highly motivated team, we collaborate with services throughout Manchester to embed our Public Service Reform principles. We leverage our influence to combat injustice, educate ourselves and others, become allies, and drive change to ensure that equality and diversity are at the forefront of all our efforts.

**About our work**

The Reform and Innovation Team leads on the city-wide reform programme, reform and the Council’s corporate planning and governance work programmes, as well as supporting a number of Council services with their own reform programmes. The challenges we face as a city including the cost-of-living crisis means we need to refocus our capacity and resources on reforming services to ensure they are all connected, system-wide, and targeted most effectively. The next phase of reform in the city will involve developing new models to join these up effectively, ensuring residents are supported and can access the right support, close to home and through a singular customer journey. Cross cutting work to support this will include:

* Oversight of the strategic direction and delivery of our Corporate Planning and Governance work programmes which includes leading the Council’s Corporate Plan, Business Plan, Service Planning process across the organisation, Annual Governance Statement (AGS), Code of Corporate Governance, Corporate Plan Monitor report, and Annual Narrative Report (the Council’s statement on their financial performance as part of their annual accounts).
* Connecting service and partner reform to the Citywide Reform programme
* Supporting council services reform work including children’s reform, adult services transformation, homelessness and Manchester’s neighbourhood approach.
* Improve and streamline how residents access services within their neighborhoods and across the city. This will be done through specific projects which include reviewing and analysing citywide service operating models and approaches to multi agency working to improve future delivery and access to services for residents.
* Advancing work to enable AI and automation can drive innovation and enhance service efficiency
* Gaining better insights into our residents through more effective use of joint data to target our resources more efficiently.
* Collaborating with services, partners, and the voluntary sector to embed early support and prevention, ensuring resident and community voices are integral to this approach.
* Streamlining our processes (front doors, referrals, triage, assessment, allocation, and service provision) to enable residents to transition seamlessly between services, delivering the best outcomes.
* Ensuring our city-wide governance is fit for purpose and effectively interconnected with all partners including the VCSFE sector.
* Maintaining an evidence-led approach and a strong commitment to demonstrating the impact of reform in supporting residents to thrive and reducing levels of complex multiple disadvantages.

Reform is also a key theme of the Council’s budget planning for 2025 onwards, ensuring we target our investment in early support and prevention effectively and monitor the impact on demand.

The role holder would support the design and delivery of the Public Service Reform Programme across Manchester. This is a fantastic opportunity to work across several programmes and help shape and influence the local, regional and national agenda.

The role holder will collaborate with services, residents, and partners to design and develop new delivery models, drive change, and innovate to enhance outcomes for Manchester’s people. They will adopt the “Our Manchester” approach, a strengths based and trauma-informed approach, and co-production to maximise resources, unlock potential, and support people in working better together.

The role holder will be expected to perform a variety of activities to support this work, including:

* Working with services, partners and residents to continuously improve ways of working, service delivery, reporting, and processes.
* Think creatively and innovatively and test new ways of working.
* Design and facilitate engaging workshops to bring together different perspectives and support change.
* Use effective change management techniques to influence behaviours and decision-making.
* Execute a variety of methods to capture the views and experiences of residents, colleagues, and partners to inform the delivery of projects.
* Conduct desktop research and benchmarking exercises.
* Undertake customer journey mapping to inform service design.
* Encourage and influence practitioners to think differently and embed change when developing new models of working.
* Influence services to embed co-production and co-design into their delivery.
* Design adaptable approaches and create tools to enable effective project management.
* Test, monitor, and evaluate the impact of new projects.
* Share good practice and learning with wider partners.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Strategic Thinking:** Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders. Ability to identify and prioritise objectives that are consistent with the strategic vision of the organisation.
* **Creative Thinking:** Ability to find creative solutions where there are no existing parameters or procedural framework
* **Communication Skills:** Speaks fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue. Ability to translate analyses into business cases which define potential benefits, options for achieving the benefits development of new or changed processes, and associated business risks.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

**Technical Requirements (Role Specific)**