

Context statement

Job title: Improvement Practitioner

Post is linked to JD Ref: BA6100

Directorate/Service/Team: Corporate Development / Transformation Management

Office/Service Design/Content Design

Organisation structure

Reporting to: Transformation Manager

Responsibility for: No direct line management responsibility. The post holder will work within a matrix environment, collaborating with programme managers, project leads, service managers and colleagues across the council.

Context of work

The Improvement Practitioner Apprentice helps Dorset Council make its services better for the people who use them and supports changes across the organisation.

Working under the guidance of a line manager and alongside formal apprenticeship training, the post holder will help analyse current services, identify opportunities for improvement and support the design and delivery of more efficient, customer-focused ways of working.

The role involves working collaboratively with a wide range of stakeholders to understand service demand, performance and customer experience, and to support the development and implementation of improvement initiatives. This includes contributing to projects and programmes aligned to the Council's Transformation Plan, supporting testing and implementation of change, and helping to measure and track benefits and outcomes.

The post holder will also support engagement activities such as workshops and meetings, prepare clear documentation and reports, and ensure that accurate data and records are maintained. They will be expected to demonstrate a strong commitment to learning, actively engaging in all aspects of the Improvement Practitioner Apprenticeship, and applying learning in the workplace.

The role requires an interest in improving how we deliver services to our residents and colleagues, problem-solving and change, as well as the ability to work collaboratively, communicate effectively, and contribute to a "one council" approach. The post holder will be expected to demonstrate Dorset Council's values of Respect, Together, Accountability, Openness and Curiosity in all aspects of their work.

Key responsibilities

- support service improvement and transformation activity across the council
- assist in analysing services, processes and data to identify opportunities for improvement



- contribute to the design and development of improved ways of working that are efficient and customer focused
- support project and programme delivery, including planning, governance and communications
- assist with testing, implementing and embedding improvements, including pilot activity
- support the measurement and tracking of benefits and outcomes
- work collaboratively with colleagues and stakeholders across services
- prepare clear and accurate reports, documents and visual materials
- participate in workshops, meetings and engagement activities
- actively participate in and complete all requirements of the Improvement Practitioner Apprenticeship.

Travel requirement

Travel required for occasional meetings and conferences locally, regionally, and nationally.

Other information

Based in the office with hybrid working available. The post holder will be required to maintain high standards of data quality and adhere to organisational policies including information governance, health and safety, safeguarding and equality.

Essential Skills and experience

- Willingness and ability to complete the Improvement Practitioner Level 4 Apprenticeship.
- Good organisational, communication and interpersonal skills.
- Ability to analyse information and produce accurate work.
- Experience of working in a team environment (paid, voluntary or educational).
- Basic IT skills, including Microsoft 365 applications.
- Interest in service improvement, problem-solving and organisational change.

Desirable

- Experience of supporting improvement, change or project activity.
- Awareness of improvement methodologies (e.g. Lean, service design, agile).
- Experience of working in a large or public sector organisation.
- Understanding of customer-focused service delivery and inclusive practice

Context statement prepared by:			
Manager	Transformation Manager	Date	May 2026

