

NORTHUMBRIAN WATER GROUP

JOB DESCRIPTION

JOB TITLE	Innovation Facilitator	REPORTS	Head of Innovation
DIRECTORATE	Information Services	LOCATION	Hybrid Home/Office (Northumbria House, Pity-Me)
DATE	April 2024	GRADE	13

PURPOSE	<p>To enable and support delivery of innovation across NWG by championing innovation, the adoption of new technology & approaches and facilitating creative solutions through the design and delivery of design sprints and workshops.</p> <p>To support the broader work of Innovation Team, specifically with systematic innovation management (ISO56001) accreditation, the Innovation Festival, project and pipeline reporting, and supporting key innovation project delivery.</p>
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ACCOUNTABILITIES	<p>Champion the use of workshop and design sprint approaches to deliver and accelerate innovation and business change. Building the innovation culture and capacity of the NWG.</p> <p>Design and lead workshops and design sprints that run across the year in NWG. Lead these independently and bring in new ways to do this. Pass on skills and knowledge to other NWG employees and innovation festival partners.</p> <p>Lead the evolution and implementation of NWG's Innovation Management process with a view to achieving ISO56001 accreditation.</p> <p>Lead and coordinate the evolution, progress reporting and valuation of the innovation pipeline.</p> <p>Support and own the design and delivery of specific initiatives and sub-projects with the innovation festival project.</p> <p>Become the innovation lead for a number of key innovation projects that are run across the business to speed delivery.</p> <p>Support the innovation ambassador group; Lead the monthly meetings when required; Identify and deliver learning and development opportunities for the group.</p> <p>Be an ambassador for NWG's innovation programme, sharing our stories and experience with the rest of the industry and the wider world.</p> <p>Work to specified deadlines, demonstrating strong organisation and time management skills.</p> <p>Think creatively to develop new ideas and concepts, while also enhancing and building on existing work.</p> <p>Horizon scanning for relevant and novel products, technologies and services that would enhance NWG's services and operations.</p>
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EXPERIENCE REQUIRED	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> • An innovation related master's degree or experience of an innovation role. • Experience of designing and running workshops and design sprints. • Presenting findings and recommendations both formally and informally to a range of stakeholders internally and externally. • Working effectively with others to achieve a goal or objective. • Experience of effectively communicating to multi stakeholder teams. • Demonstration of creativity in past roles. <p><u>USEFUL</u></p> <ul style="list-style-type: none"> • An understanding of the water industry. • Project management experience. • An understanding of good practice in Information & knowledge management.
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SKILLS REQUIRED	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> • Creative thinking & problem solving skills • Analytical skills – able to work with different kinds of information, identify trends and draw meaningful conclusions • Interpersonal and communication skills – verbal and written communication and effective listening • Teamwork – able to build positive working relationships • Organisation – able to prioritise, work effectively and productively. • IT Skills – comfortable using Microsoft Office systems (including Outlook, Excel, PowerPoint, Word) and Miro or other whiteboard software; Comfortable exploring and getting to grips with other new IT / software packages & approaches. <p><u>USEFUL</u></p> <ul style="list-style-type: none"> • Adaptability – driven by new challenge • Influencing skills – able to get true 'buy in' from stakeholders • Problem solving – take a logical and analytical approach to solving problems
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COMPETENCIES REQUIRED	<ul style="list-style-type: none"> • A huge passion and enthusiasm for innovation • Willingness to learn and make the most of opportunities • A 'can do' attitude and determination to succeed • Curious and driven by new challenges • Proactive and logical approach • Strong attention to detail • Able to use your initiative • Confident to speak to people you've not met before • Able to ask for support and guidance when required • The ability to work under pressure • Self-motivation, personal resilience and boundless energy • Comfortable and able to positively influence others
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