Job Description

Job title: Continuous Improvement Manager
Department: Service Innovation Team
Jurisdiction: Jersey

Purpose of the role
This role is a key position within a newly created team responsible for the delivery of process innovation and continuous improvement initiatives across multi-jurisdictions. It will play an important role in helping to foster a culture of sustainable change through the creation and embedding of LEAN methodology, and the supporting framework, to deliver business transformation.

Key Responsibilities
- To identify and deliver service improvement activity across the business through employing process improvement methodologies and the application of innovative thinking
- To work with key business stakeholders, and multi-jurisdictional ‘LEAN champions’, to build a continuous improvement environment to support an ongoing programme of change
- To lead and facilitate LEAN/process improvement based workshops to drive ideas and solutions
- To support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within business processes and identification of better ways of working
- To identify trends and process variations as part of establishing a continuous improvement monitoring system
- To assist in the development and implementation of a ‘best-in-class’ continuous improvement strategy
- To take ownership of change initiatives from evolution/efficiency identification through to project delivery via internal governance and controls
- To elicit requirements and drive process change using staff interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, business analysis and workflow analysis
- To work with other team members and business services departments to devise new support material based on the revised processes, to include training, reporting and systems enhancements
- To actively monitor project risks to foresee/identify potential problems and proactively identify solutions to address in advance
- To ensure the business impact and project objectives/dependencies are identified, reported on and managed at all times
- To set up a program, deliver coaching and run projects pan jurisdiction
- To complete post implementation reviews to ensure successful delivery has been achieved and to ensure that improvements can be made for future projects

Competencies
- Minimum accredited Lean Six Sigma Green Belt, preferably Black Belt
- Minimum 5-7 years proven continuous improvement analytical experience from a similar role, including project management and business analysis
Job description (cont.)

- Excellent understanding of continuous improvement concepts including Six Sigma, Lean, value stream mapping
- Ability to set-up, facilitate and lead service improvement/’WorkOut’ sessions with a range of business stakeholders (incl. Experience of process/value stream mapping)
- Proficient in the use of Microsoft Office, including Project, Visio, Word, Excel, Outlook, and PowerPoint
- A ‘completer-finisher’ taking accountability for ideas from inception to delivery, in an environment that requires robust metrics to confirm success
- Experience of designing or implementing a framework of continuous improvement in a multi-jurisdictional organisation
- Experience of hands-on implementation of continuous improvement programs and Lean solutions
- Experience of designing remediation plans to address productivity and efficiency issues, and track record of following through to ensure closure
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of Partners, senior managers, and subject matter experts
- Strong analytical, project and product management skills, including a thorough understanding of how to interpret business needs and translate them into operational requirements
- Experience of the whole project life cycle, able to operate in the initial conceptual design stage, in the depths of system testing, and at each stage in between

Contact
To apply for this role please send your CV to ogierlegalrecruitment@ogier.com

Regulatory information can be found at ogier.com