

Job Description

Continuous Improvement Manager

Purpose of the role

To lead the continuous improvement team in ensuring that, through effective understanding of our processes, implementation of system improvements and project management of changes, that we continually evolve our operations.

Key Accountabilities

Project Support:

- Oversee the project co-ordinators and provide support to project managers in delivering change across Charitable Operations (ChOps).
- Maintain a strategic view on all pipeline and live change projects – ensuring that dependencies are understood, resourcing implications are managed and timelines and budgets adhered to.
- Ensure engagement with teams across the business to manage stakeholder expectations and understand interdependencies.
- Ensuring documents are maintained and planning schedules and activity are monitored and implemented.

Systems Management:

- Oversee the Operational Systems Analysts in the development of our systems.
- Ensuring our systems are managed and developed to enable continuous improvement of processes through design and implementation using available technology to support the business.
- Produce detailed requirements documentation and functional specifications for approved projects and system developments.
- Develop a long-term system development plan to enable future planning.
- Supporting the development, testing process and implementation of business and IT projects.
- Oversee system changes – including gathering of requirements, identification and selection of potential solutions and implementation of the change.
- Provide expertise on a range of technical solutions and present potential options to the identified business requirements.

Business Process:

- Oversee the Business Process Analyst, who ensures that all processes within Charitable Operations are documented, reviewed and regularly improved.
- Identify technological developments that can streamline processes to improve efficiency.
- Identify control points, checks and owners for key business processes.
- Work with managers across ChOps in identifying improvement initiatives and gain their support to change processes.
- Ensure process documentation has full and secure version control.

People Management:

- Proactively address performance issues within the team.
- Agree individual objectives, supporting team members to achieve them through regular one-to-one meetings.
- Manage absence and attendance in line with company policies and procedures, in conjunction with Human Resources.
- Manage team members to meet the organizations expectations for productivity, quality and performance development planning.
- Plan and direct the activities of the team, including the use of regular one-to-ones, team meetings etc.

Skills, Qualifications and Experience

Experience and Track Record:

- Five+ years' experience with Microsoft CRM solutions.
- Experience of supporting projects throughout the project lifecycle.
- Experience of defining system requirements and preparing system specifications.
- An ability to prepare and interpret flowcharts, schedules and step-by-step action plans.

Capabilities profile – technical skills/knowledge

Essential:

- Intermediate / Advanced Microsoft Word, Excel.
- Proven ability to organise and produce work to tight deadlines.
- Proven experience of leading and managing staff.

Desirable:

- A knowledge of the Motability Scheme, grant funding and Motability Operations.
- Qualified or working towards a recognized qualification in Business Analysis.
- Prince 2 Certification.

Reporting line, structure, key working relationships

Reports to:

- Head of Operational Business Support.

Direct Reports:

- Three Project Co-ordinators.
- Business Process Analyst.
- Two Operational Systems Analysts.

Key Interfaces:

- Senior Management Team.

- Operations Managers.
- Operational Business Support Team.
- Team / Case Managers.
- Finance and I.T Departments.
- Learning and Development Team.

Resources, scale and scope of role, location and any travel factors:

Charitable Operations' demand and the cost of running the Charitable Operations team has exposure at Governors' level and needs to be robustly understood, with trends in data clearly explained.

Motability's offices are based in Harlow, Essex, with occasional travel to business meetings, exhibitions and supplier and stakeholder premises.

We offer both blended and flexible working arrangements which can be discussed as part of the application process. It is expected that the role will require three days per week in the office.