**Role Profile**

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| * **Job title:** Business Improvement Manager
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| * **Department:** Business Services
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| * **Reports to:** Head of Business Improvement
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| * **Grade:** 7
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| * **Staff responsibility:** Business Improvement Officers (x4) Business Improvement Assistant (x1)
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**Organisational Structure**

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| Director of Business Services |

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| Head of Business Services |

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| Business Improvement Manager |

**Job Purpose**

The main purpose of the post being to ensure the delivery of a first class Business Improvement Service delivered to our partners in the rest of the organisation. Focussing on data integrity, process improvement, systems utilisation, effective reporting and the delivery of a responsive service. Excellent communication skills, a high degree of emotional intelligence and the ability to build and maintain relationships is essential.

To take a systematic approach to help the organisation optimise its resources and processes to achieve better results for customers, staff and other stakeholders.

This position is responsible for the day to day management and leadership of the Business Improvement functions of Information Technology and Quality & Performance the staff within these teams.

Delivery and development of our Performance Management Framework and IT Strategy. Coordinating and overseeing projects relating to these.

**Key Accountabilities**

* Oversee the delivery and development of our Business Improvement Strategies, including a programme of process and system reviews
* Ensure the delivery of a first class Business Improvement Service delivered to our partners in the rest of the organisation
* Oversee, develop and deliver on our Partnership Working approach – ensuring that we provide effective and targeted business support to colleagues across the association
* Prepare, monitor and manage relevant departmental budgets
* Effectively lead and manage the Information Technology and Quality & Performance Teams
* Project planning and management
* Supplier management: manage relationships with, and service delivery from a range of 3rd party suppliers and contractors
* Be an active and enthusiastic contributor to the Operational and Extended Management Teams
* Performance and Benchmarking: ensure the provision of clear performance and benchmarking information in appropriate formats
* Returns: manage, coordinate and complete statistical and other returns as required by legislation and guidance etc
* Development of reporting tools and methods of reporting on key performance indicators, performance indicators, trends, service standards and other management information for Board, senior managers and others
* Development of Cairn’s approach to benchmarking, identifying appropriate and challenging comparators, and using networks to learn from best practice
* Account management of service and relationship with external customers
* To advise and make recommendations to the Head of Business Improvement on service specific issues and to recommend change as appropriate
* To liaise with relevant staff to determine the changing business support requirements of the Association
* To develop and review relevant Policies and Procedures
* To keep up to date with new developments in service related disciplines
* To carry out any other reasonable tasks as required

**Person Specification**

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| **Education** |
| * Educated to degree level/other relevant qualification or four years’ relevant experience
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| **Experience** |
| * Experience of process improvement techniques
* Experience and understanding of continuous improvement concepts and practices
* Experience of working within an IT service delivery environment
* Experience of systems implementation
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| **Knowledge** |
| * Knowledge of continuous improvement concepts and practices
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| **Skills and Abilities** |
| **Essential*** Strong interpersonal skills to build and maintain working relationships and work as part of a team
* Customer and outcome focussed
* Strong people management skills and experience
* Proven track record of delivering projects on time and within budget
* Excellent verbal and written communication skills
* Ability to work under pressure and co-ordinate a varied and complex workload
* Experience of process improvement techniques
* Experience and understanding of continuous improvement concepts and practices
* Educated to degree level/other relevant qualification or four years relevant experience
* Budget management experience
* Willingness to travel and able to occasionally stay away from home overnight

**Desirable*** A positive and creative problem solving attitude
* Experience of working within an IT service delivery environment
* Experience of systems implementation
* Presentation skills
* Valid driving licence and car available for use at work
* Ability to accept responsibility and work on own initiative
* Committed to continuous Personal Development and willing to undertake training as required
* Respectful of others and shows commitment to equal opportunities
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| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
* Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
* Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
* Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
* Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
* Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
* Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
* Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
* Listening (draws out opinions and information from others in face-to-face interaction)
* Communication (is proficient in both written and verbal communication)
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**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance