

Job Description

Continuous Improvement Officer

Role Profile	-	Continuous Improvement Officer I
Service/Team	—	Programmes & Project Management (PPM)
Reports to	—	Senior Project Manager/Programme Manager
Responsible for	—	
Number of posts	—	
Post number	—	To be confirmed
Career Grade	—	BCP – Band J

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by driving a culture of continuous improvement and innovation across the organisation. Champions progressive changes and contributes to the development of services and initiatives for the organisation and community. Seeks and implements best practice to ensure that the organisation remains at the forefront of service delivery and customer satisfaction.

Job Overview

Support the identification, development and implementation of projects and initiatives to enhance operational efficiency, quality and productivity.

Key Responsibilities

- Analyse existing processes to identify areas for improvement, waste reduction and cost savings.
- Collect and analyse data to measure process performance and identify opportunities for improvement and enhancement.
- Where appropriate work with the Data & Analytics Centre of Expertise to coordinate and drive more detailed analytical requirements.
- Collaborate with key stakeholders to facilitate workshops and provide guidance, support and key outputs to develop associated project and programme activities.
- Collaborate with teams and departments to develop (or evolve) continuous improvement strategies that increase productivity and lower operational cost.
- Coordinate and oversee the implementation of simple changes with colleagues in service areas
- Contribute to shaping the strategic direction of the Service by recommending and implementing change.

Specific Qualifications and Experience

- Relevant degree or equivalent experience
- Advanced relevant professional qualification with clearly evidenced continuous professional development demonstrating an understanding of best practice and a broader commercial awareness.
- Extensive relative work experience demonstrating practical and theoretical knowledge of continuous improvement in the Public Sector or comparable business sector.

- Good knowledge of ICT including MS Office applications, MS Dynamics and proficiency in data analysis software and process improvement tools.
- Proven experience in continuous improvement methodologies - Lean, Six Sigma, Systems Thinking, Total Quality Management.
- Experience of successfully managing a complex and high-risk case load, planning and prioritising workload to respond effectively to changing or conflicting demands to ensure that deadlines are met.
- Able to build relationships and rapport quickly to partner with a business area with consideration to differing customer needs.
- Strong analytical and problem-solving skills.
- Excellent communication and facilitation skills.
- Ability to work collaboratively in partnership with others to identify, recommend and develop improvements.

Personal Qualities & Attributes

- Highly effective communication skills both written and verbal. Able to prepare a variety of complex professional documents for a range of business purposes.
- Confident when presenting information, formally or informally, presenting information in a focussed and engaging manner.
- Effective interpersonal skills with the ability to develop solutions to complex or contentious problems where there are a range of options and available information may be unclear, conflicting, or incomplete.
- Able to develop relationships with customers/service users which will have a direct impact on the service.
- Effective problem solving and decision-making skills. Able to evidence outcome focused decisions using proactive risk management without necessarily referring complex decisions to more senior managers.
- Able to plan and prioritise own workload in an environment of frequently changing priorities, changing demands and strict deadlines.
- Evidence of a commitment to continuous professional development for self and others through exposure to different/new activities and by shadowing more experienced colleagues and coaching other staff.
- Appreciates diversity in both colleagues and clients demonstrating sensitivity towards the individual needs of others.

Job Requirements

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.