



Job Title:	Continuous Improvement Lead	Reports To:	Operations Director
Department/Team:	Operations	Location:	London
Travel Required:	Some to other offices as required in other countries		
Job Level:	TBC	Position Type:	Full Time

Role Description

Responsible for leading and delivering initiatives focused on improving our business, this role will be focus upon driving tangible improvements in processes and procedures across our business and encouraging a Continuous Improvement Culture across the team.

As part of a rapidly expanding business, the Continuous Improvement Lead will be vital in ensuring our processes and methods of operating are efficient, effective, scalable and sustainable.

You will identify, lead and support a wide range of improvement projects with a focus on delivery of solutions by working effectively across a wide range of teams and collaborating with stakeholders.

As well as leading these projects, you will support and guide others throughout the business through your Process Excellence expertise.

Main Responsibilities	Key Skills Required
<ul style="list-style-type: none"> • Leading a portfolio of continuous improvement projects across all areas of the business • Creating an active pipeline of opportunities through observation and discussion with stakeholders, as well as analysis of data and insight. • Assessing and prioritising the pipeline of opportunities to maximise benefit and impact. • Defining the scope, scale, benefits and delivery timelines for improvement projects. • Using a range of Operational Excellence and Continuous Improvement tools to identify and deliver process enhancements. • Facilitating process reviews and solution workshops. • Design, implementation and maintenance of process maps. • Engaging with a wide range of teams and stakeholders across various locations to deliver improvements and ensure ongoing sustainability. • Challenging conventional thinking to ensure potentially inefficient established processes can be improved. 	<ul style="list-style-type: none"> • Passionate about Optimising Business Processes and making things better. • Proven track record of delivering tangible improvement programmes and projects. • Good understanding of Continuous Improvement and Operational Excellence tools and methods, with an ability to practically apply those methods to business context • Great influencing skills, with the ability to bring others on board with change and improvement. • Ability to facilitate meetings and workshops • Process design and optimisation skills • Ability to work with cross functional teams across multiple geographies • Great planning and Organisational skills, with the ability to manage own time alongside a diverse portfolio of projects. • Basic Project Management skills to enable effective planning and tracking of workstack. • Good level of Excel Skills and Knowledge • Working knowledge of Visio



- **Multi-tasking across a wide range of projects and priorities**
- **Maintaining version controlled best practice documents including process maps**
- **Acting as an advocate of Operational Excellence tools and methods**
- **Building and maintaining Improvement logs and ensuring timely management of opportunities, using clear action plans.**

- **Good Stakeholder Management skills, and the ability to develop and maintain positive relationships across the business.**
- **Excellent communication skills.**
- **Accessible and Approachable**