

Continuous Innovation Manager

Department:	Chief Operating Office	
Division:	Modernisation and Digital	
Reports to:	Head of Change Delivery	
JE Reference:	COO536	
Grade:	CS13	JE Date: 20/04/2020

Job purpose

The Continuous Innovation Manager is responsible for defining and embedding an integrated Continuous Improvement process within M&D that supports the ongoing review of organisation processes, products, and services, to identify opportunities for improvement, along with their implementation.

Job specific outcomes

- Lead and provide SME expertise into defining and embedding a Continual Improvement framework to increase efficiency, increase quality, and reduce costs, across M&D processes, products and services.
- Accountable for a centralised M&D continuous innovation plan / roadmap and monitoring, recording, reporting and reviewing of improvements to ensure improvements are measured and tracked along the timelines
- Lead the development of detailed business cases which identify service improvements to stakeholders and define project requirements by identifying project milestones and supporting IT PMO in understanding required timelines
- Accountable for ensuring a Continuous Improvement (CI) culture is embedded across M&D by co-ordinating and analysing employee improvement ideas. Overseeing the root cause analyses to determine potential areas for improvement. Driving process mapping and requirements gathering to define the current state and identify benefits of improvement, supporting the transition to future state.
- Develop and oversee process and product, service reviews to drive results to ensure the change is permanent and sustainable. Oversee pre-deployment to live checks on major projects and post implementation reviews after systems go live, with accountability for centralised lessons learnt log.
- Provide strategic direction, leadership and development for all employees of the Innovation Team to ensure our team objectives are delivered effectively and that agreed governance standards and benefits are realised.
- Accountable for budgets to ensure sound financial control and spend is consistent with allocated budget including accountability for project expenditure.
- Collaborate with system owners across M&D to get continuous improvement written into supplier contracts.

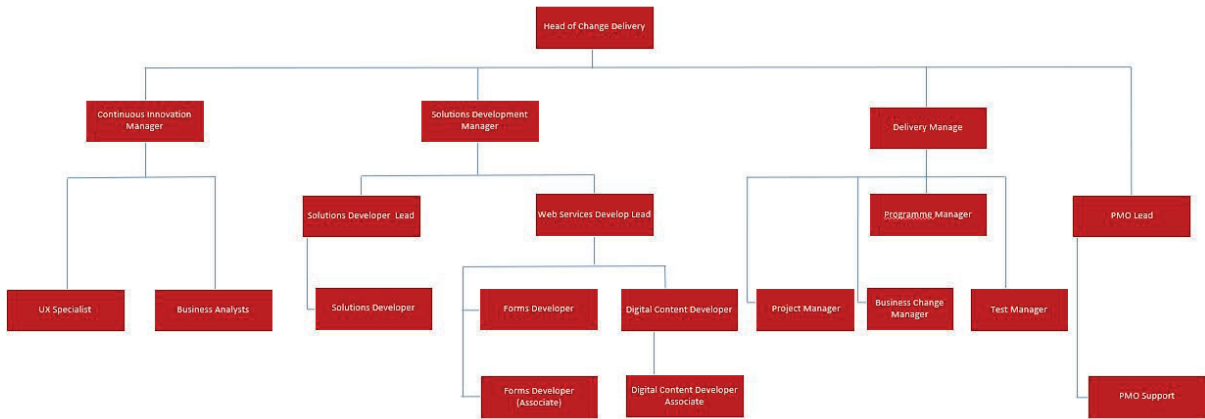
- Develop briefings for leadership to drive the CI framework as best practice and report on departmental initiatives e.g. changes / improvements to existing processes.
- Accountable for the data analysis and the development of reports that enable the project and programme boards to gain clear oversight of the progress of the projects being managed i.e. exception reporting as required, when there is slippage within the project or the critical path or key milestones are at risk

Statutory responsibilities

Active engagement, participation, and compliance with other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly support someone who is standing for election or playing a public part in any political manner.

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience.</p>	<p>Chartered Institute of Management Level 5 or equivalent level of experience (Continual improvement, customer experience, business analysis, business change). Evidence of commitment to Continued Professional Development.</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge and understanding of change management methodologies e.g. Agile, Lean Six Sigma (Black Belt), SCRUM Knowledge of PRINCE II methodologies/framework In depth understanding of the full programme and project management cycle including evaluation and benefits realisation. Deep knowledge of Continuous Improvement frameworks and methodologies. Demonstrable knowledge of financial management and cost benefit analysis process</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>		<p><i>Strong leadership skills, experience working in a unionized environment, ability to learn and apply new concepts and overcome obstacles with change</i> <i>Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Project</i> <i>Able to manage budgets, i</i></p>
<p>General Skills/Attributes</p>	<p>Exceptional communication skills, both</p>	<p>0</p>

<p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>verbal and written, problem solving and analytical skills, strong facilitation skills.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p><i>Proven experience in a senior role with responsibility for delivering change programmes/projects into operational environment through process, people, communications and culture</i> <i>Process redesign experience and experience in setting up new functions/systems</i> <i>Experience of successfully delivering large complex projects and managing financial budgets of significant size.</i> <i>Experience of developing policies for implementation across the programme areas / organisation.</i></p>	<p><i>Experience of delivering value for money improvement including cost savings utilising a commercial approach</i></p>
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>		