

Continuous Improvement Practitioner – Revenue Jersey

Department: Treasury and Exchequer

Division: Revenue Jersey

Reports to: Manager- Operations

JE Ref: STE1047

Grade: CS11

Date: 10/02/2023

Job purpose

Lead the development, management and coordination of business process change projects from initiation through to completion

Promote and support quality continuous improvement through the organisation, using appropriate change methodology (LEAN or equivalent).

Devise and provide high quality training, coaching and mentoring in change methodologies to individuals and teams across the Department, and support related cross-Government of Jersey (GOJ) activities accordingly.

Job specific outcomes

1. Develop, manage, plan and control assigned business process change projects following agreed project management methodologies to ensure delivery within scope, budget, and schedule, making adjustments where necessary.
2. Ensure a strongly customer focussed methodology is employed for process improvements to enable the elimination of non-value adding activities.
3. Assures consistent, robust standards of all documentation concerned with assigned projects to support decision making and sound governance.
4. Communicates a robust case for change for assigned projects, advises on potential impacts, and develops business cases so that projects that have sound foundation and clear business objectives.
5. Lead on embedding continuous improvement (CI) into the organisation supporting staff to understand and use appropriate change tools and share learning.
6. Liaise with a wide range of stakeholders including the general public, internal and external customers to ensure that the voice of the customer and voice of the business are heard and considered as key sources of information during project development and implementation.
7. Plan and monitor the benefits realisation for assigned projects to assure sponsors that that project outputs contribute to the business' strategic objectives.

8. Analyse evidence, experience, and sound professional judgement to compare a range of project options that will enable the post holder to provide sound advice on risks and opportunities.
9. Discusses project progress with stakeholders at a variety of levels and builds relationships with staff to secure their support for proposed changes or improvement opportunities.
10. Provides challenge and comments about any aspect of the Improvement to ensure that the whole programme of work is aligned and can deliver the expected benefits.
11. Identifies and obtains data needed to support development of the assigned work and uses it as an evidence base to support robust on project decisions and governance.
12. Provides informal coaching and support to other members of Revenue Jersey as well as other stakeholders outside the directorate to develop colleagues' capabilities in continuous improvement.

Statutory responsibilities

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

Organisational structure



Person Specification

Specific to the role

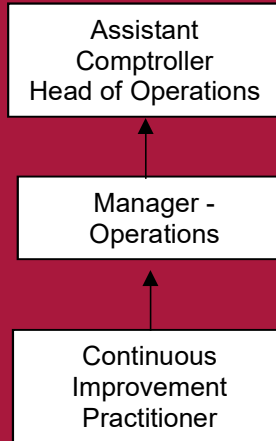
ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>Hold an accredited LEAN qualification or equivalent change methodology at minimum</p> <p>Educated to degree level in a subject with a high degree of analytical or numerical content or demonstrate such a level of equivalent qualifications and experience.</p> <p>Holds or is working towards a recognised project management qualification (e.g. PRINCE2, AGILE, Lean, etc.)</p>	
<p>Knowledge</p>	<p>Highly developed specialist LEAN Six Sigma or Continuous Improvement knowledge underpinned by extensive theory.</p> <p>Has experience of project management methodologies, governance, stakeholder management and data analysis</p>	<p>Knowledge of States of Jersey financial processes and experience of managing budgets.</p>
<p>Technical / Work-based Skills</p>	<p>Proficient in a wide range of advanced LEAN and CI techniques.</p> <p>Numerical skills and the ability to produce accurate management information</p> <p>The ability to scope, plan, implement and realise the benefits of a project</p>	

	<p>through interpretation of quantitative and qualitative information</p> <p>Analytical skills to understand problems or situations, select the appropriate approach to resolve the problem, and reflect on the result.</p> <p>Ability to break down potential solutions into manageable elements and plan these in a logical and sequential manner, considering interdependencies, resource and cost implications.</p> <p>Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Project</p>	
General Skills/Attributes	<p>Excellent oral communication to liaise with stakeholders at all levels</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks</p> <p>Ability to produce high-quality, easy-to-understand written reports and presentations, which may include succinct summaries of complex situations.</p>	
Experience	<p>At least 2 years experience in the planning, management and delivery of change and continuous improvement projects</p>	

	Demonstrable track record of successful delivery of projects across the full lifecycle, from planning through to implementation and benefits realisation	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Organisation chart**Date of evaluation****Post number****Post band**