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| **Job Title** | Process Improvement Manager |
| **School / Service** | Strategic Development and Delivery |
| **Grade** | Starting from £51,030 per annum inclusive of London Weighting |
| **Location** | Docklands |
| **Liaison with** | SDD and Directorate |
| **Contract type** | Permanent |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT**

The Strategic Development & Delivery team works in partnership with stakeholders across the institution, combining our specialist expertise, sector knowledge and institutional awareness to support the delivery of our vision to 2028 and beyond. This is a new Directorate for UEL and comprises of four main portfolios:

Insights & Decision Support, Strategy & Performance, Portfolio & Benefits, and Change & Improvement. These four service areas will facilitate effective decision making, improve our staff and student experience, and deliver lasting positive change.

**JOB PURPOSE**

As Process Improvement Manager you will deliver positive change for the UEL community (professional services staff, academics and students). You will do this by engaging, encouraging and supporting colleagues across UEL to collaboratively develop and deliver solutions which address the underlying causes of common problems experienced by the UEL community.

As a Process Improvement Manager you will have 2-3 improvement projects you are working on at any one time – using data and evidence to define the problem before facilitating a solution through consultation and collaboration with stakeholders and colleagues.

Our Process Improvement Team will be at the heart of developing an improving mindset at UEL and will champion process and continuous improvement across the institution as we mature our process improvement capability.

**KEY DUTIES AND RESPONSIBILITIES**

* Identify and deliver improvement activity across the institution through employing process improvement methodologies
* Work with stakeholders and colleagues to build a continuous improvement environment and mindset across the institution
* Lead and facilitate process improvement workshops to drive ideas and solutions
* Support the delivery of better value and greater efficiency through the identification and elimination of waste and unnecessary complexity within our business – taking complex information and processes and making them simple and fit for purpose and adding value to our organisation
* Define requirements and drive process change using staff interviews, data analysis, requirements workshops and other appropriate tools
* Work with and listen to the UEL community to ensure improvements meet their needs
* Analyse data and evidence to support decisions around improvement
* Carry out process mapping, documenting existing processes and defining future ones
* Document agreed processes in an easy to understand format for stakeholders
* Develop an understanding of the systems used to support processes and functions – identifying potential impacts and dependencies on these
* Actively monitor project risks to foresee/ identify potential problems and take action to tackle these
* Ensure the impact of improvements on the institution are identified, tracked and communicated
* Develop, agree, test and put in place measures to test and monitor the benefits to be realised through improvements
* Identify and develop case studies and best practice which can be shared with colleagues and stakeholders to drive improvement awareness and maturity across the institution
* Complete post implementation reviews which define what has been achieved and ensure that improvements can be made for future projects
* To embed common process improvement methodologies and standards across the university
* To develop and deliver process improvement training face to face and online

**Deliverables:**

* Work with stakeholders to define and map key processes within the newly established Strategic Development and Delivery Directorate, including the Business Planning Round
* Improve the Business Planning Round (BPR) processes in time for the next potential BPR in November 2023, learning lessons from the Spring 2023 round, including ensuring future planning rounds make it possible to gather capital requirements
* Improve the Student Number Planning process to ensure robust, timely and consistent student number data can be used for planning by Schools, Estates and other areas dependent on the numbers for their planning
* To develop and document processes underpinning the services for the different areas within Strategic Development and Delivery (SDD) and ensuring clear handovers – both for the benefit of the newly established SDD teams, but also to help UEL stakeholders understand how to access SDD services and what service levels to expect.

**Relationships**:

* Director of Change & Improvement
* All Directors in Strategic Development & Delivery
* Head of Portfolio, Head of Benefits Realisation
* Head of Change
* Head of Planning & Performance
* Sponsors of improvement projects
* Deans of Schools
* Business Managers

**Capabilities:**

* Demonstrable personal resilience and ability to respond positively and lead others in situations of ambiguity and change
* A highly effective communicator at all levels, including influencing and persuading others, especially when working outside their sphere of responsibility
* Engendering a culture of openness and sharing, with particular emphasis on working in partnership and building strong relationships at all levels
* Ability to use critical analysis and judgement to evaluate new information to determine the correct course of action and make insightful decisions effectively with uncertain and incomplete information
* Understand the wider context of an improvement and strategic landscape of the organisation, to manage the impact of change
* Role-modelling excellence in service delivery through customer focus and continuous improvement

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

* Delivering process improvement activity in previous role within a service organisation
* Working in a project and/or agile environment, with an understanding of fundamental project management principles  
  Identifying and solving problems – using data and identifying the root cause of issues
* Understanding of change management in embedding new ways of working
* Developing and delivering process improvement coaching and support to colleagues and senior leaders and managers, with varying levels of process improvement experience
* Driving application of a structured process improvement approach to plan and manage improvements in a complex environment
* Making sense of complex issues even when information is incomplete

**COMPETENCIES REQUIRED**

* Relationship building and stakeholder management skills and the ability to work collaboratively
* Excellent communication skills, including ability to present complex information effectively to a wide audience and the ability to coach, engage, encourage and bring along stakeholders at all levels of the organisation
* Ability to produce clear and accurate process maps
* Knowledge of evaluation approaches and lessons learned – with the ability to identify the effectiveness of improvements
* Experienced and competent use of online collaboration and process mapping tools
* Experienced and competent in the use of MS Office applications (specifically Word, Excel and PowerPoint)

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria:**

* Undergraduate degree or equivalent qualification
* LEAN/ Six Sigma qualification or equivalent

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!