

Job Description

Job Title:	Continuous Improvement Director
Reports to:	Chief Operating Officer
Duration:	Permanent (subject to 6-months' probation)
Salary Range:	C. £90,000 per annum + generous benefits package
Location:	Home based with UK wide travel

Purpose

The post holder will have responsibility for developing and leading the Operational Support Service's for the Shaw Trust Group. Sitting as part of the Senior Leadership Team, the post holder will lead a function focused on bringing forward and delivering data, feedback and evidence driven solutions to improve operational delivery, raise standards and drive continuous improvement in an innovative way.

The Continuous Improvement Director will provide assurance to the Chief Operating Officer and Chief Executive Officer for all operational quality and compliance activity. Working closely with Operational Directors to implement improvement strategies, embed best practice and strategic thinking whilst working with stakeholders to ensure digital innovation that supports future delivery.

The Continuous Improvement Director will need to think innovatively, be creative and generate new ideas. These ideas will come to life within a mixed-skills team including quality, compliance, curriculum development, customer experience, claims and management information/ business intelligence, who all work together to enable a culture of continuous improvement.

MAIN DUTIES AND RESPONSIBILITIES

1. Define, develop and embed a culture of continuous improvement across Shaw Trust Group.
2. Take responsibility for the development, implementation and on-going management of continuous improvement strategies, policies and processes in line with contractual and organisational requirements.
3. As part of the Senior Leadership Team, advise on future organisational strategy and support achieving the organisational objectives.
4. Lead a team who ensure ongoing compliance with current legislation so that governance arrangements are not compromised.

5. Work collaboratively with operational areas to prioritise and embed new processes that enhance customer experience and support service improvement.
6. Develop and recommend organisational improvement solutions that align with wider organisational strategy.
7. Provide information required across various levels of the organisation on the performance, compliance and quality of operational delivery to enable staff and Trustees to undertake their roles effectively.
8. Ensure the correct information is provided to Boards and Trustees to inform, challenge and scrutinise operational delivery, contributing to highly effective governance.
9. Oversee the development of improved services and delivery models to improve the customer experience at all entry points.
10. Responsible for overseeing a team who support operational divisions to improve the level of quality, compliance and customer experience, ensuring necessary processes and systems exist for all contract areas.
11. Ensure knowledge of the education and skills landscape, in addition to that of other commissioners such as Justice, Department for Work and Pensions (DWP), information, advice and guidance (IAG), European Social Fund (ESF) etc., is kept up to date.
12. Work effectively with key partners and other stakeholders including working closely with other Heads of Service within the organisation in order to support regulatory audits and achieve an effective continuous improvement culture.
13. Monitor staff qualifications and training, ensuring they meet regulatory, organisational and occupational competence.
14. Contribute to the Trust's key priorities and strategic aims, including improved audit outcomes and mitigate against clawback.
15. Shape and develop a high performing team, providing direction to operational services.
16. Ensure that the Operational Support Service meets or improves budget and efficiency targets in line with organisational objectives.
17. Maintain professional knowledge and skills.
18. Undertake any other duties, either for this department or any other department within the organisation as requested by the Line Manager.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and

healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

Person Specification

Job Title: Continuous Improvement Director

Criteria (E = Essential D = Desirable)

Experience/Knowledge

- Demonstrable experience managing continuous improvement at a senior level **(E)**
- Demonstrable experience at a senior level supporting all regulatory inspection and scrutiny **(E)**
- Experience of developing systems and processes for effective reporting, quality assurance and compliance, as well as being responsible for digital innovation and management information systems **(E)**
- Knowledge of the education and skills landscape in addition to that of other commissioners such as Justice, DWP, IAG, ESF etc. **(E)**
- Experience of leading a continuous improvement function, budgets and relationships. **(E)**
- Experience of report writing and presenting technical information to a high standard. **(E)**
- Experience of presenting commercially sensitive information to a senior level audience. **(E)**
- Experience of contractual compliance for government contracts delivering employment, learning and skills, wellbeing, justice and/or young people's services **(E)**
- Knowledge of risk management frameworks and the application of risk methodologies within a highly regulated environment **(E)**
- Experience and knowledge of ISO9001, Ofsted, matrix and quality standard requirements, risk management and business continuity management of a broad range of public service commissioners at different levels and in different sectors **(E)**
- Demonstrable success in improving performance and quality to achieve and exceed contractual and organisational objectives. **(E)**
- Knowledge of effective methods for engaging staff and customers in service improvement activities **(E)**
- Demonstrable experience of driving change and improvement in a large organisation **(E)**
- Recognised Continuous Improvement Qualification. **(D)**
- Understanding of UK not for profit sector **(D)**

Skills

- Ability to work flexibly to cope with the varying demands of the role and achieve desired results. **(E)**
- An ability to work under pressure and to tight deadlines. **(E)**
- Ability to focus and anticipate future changes in order to plan and implement new or revised ways of working. **(E)**
- Excellent time management and the ability to prioritise a workload and delegate effectively. **(E)**
- Excellent IT skills – to present data via Word, Excel, PowerPoint and PDF. **(E)**
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. **(E)**
- Skilled in negotiating and influencing discussions in complex and difficult areas to achieve desired results. **(E)**
- Excellent organisational skills demonstrating ability to produce work to high quality standards. **(E)**
- Ability to work on own initiative and within a team. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Criminal Records Bureau disclosure at Enhanced CRB Level **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**
- Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays, as well as to travel abroad as required. **(E)**