

# Continuous Improvement Specialist

Job details	
Directorate:	<b>Corporate Strategy and Performance</b>
Department:	Technology and Change
Team:	Information and Design
Grade:	Specialist B
Reports to:	Continuous Improvement Manager
Line management responsibilities:	No
Location:	London

## Role overview

To provide specialist support with the deployment of the Law Society's Continuous Improvement (CI) approach through the delivery of DMAIC projects, workshops and training, resulting in both operational and financial improvements. Reporting to the Continuous Improvement Manager, the role holder will build strong relationships with colleagues across the organisation to drive CI opportunities, activities and engagement.

## Core duties of the role:

The post holder will:

- Work alongside the Continuous Improvement Manager to support and deliver against the CI approach using agreed methodology and tools
- Ensure customer and colleague experience is at the forefront of any CI design and activities, while balancing the needs of the business
- Utilise specialist CI knowledge to identify opportunities to improve or resolve issues to optimise working practices and performance, including challenging ways of working autonomously with colleagues

- Lead on DMAIC projects, creating and managing project plans whilst working with teams, coaching them through the relevant tools being utilised and driving the successful delivery of the project
- Identify, deliver and/or implement the relevant CI methods and tools across the organisation (*including SIPOCs, Process Mapping and Process Redesign, Standard Work, RACIs, Structured Problem Solving and Root Cause Analysis*)
- Work with a diverse range of teams to understand processes, producing clearly documented Process Maps in-line with the organisation's standard, supporting teams to identify issues, create Action Plans to implement improvements and manage the progress of actions
- Provide specialist advice, consultancy and guidance on all elements of CI in line with the CI approach
- Work closely with colleagues across Technology & Change to provide specialist advice to enable relevant solution designing to maximise customer and staff benefits
- Deliver specialist CI training across multiple channels to all levels of staff, providing support with the application of the learning in BAU activities
- Coach and mentor colleagues on the effective application of CI methodologies to build a sustainable Continuous Improvement culture across the business
- Promote, cultivate and apply CI practices across the organisation, leading to the enablement and empowering of colleagues to drive their own improvements
- Create and monitor CI-related internal communications opportunities across all LS channels, including the intranet and Viva Engage
- Use data to drive improvement, from analysis to measuring the impact of improvements, and the ongoing monitoring of performance by supporting the development of KPIs
- Contribute towards improving performance of KPIs on the CI team's scorecard (supporting with the measurement, monitoring and reporting of CI development and delivery and adoption)

### Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
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Specialist knowledge and experience of CI methods and tools at Lean Green Belt level	Application Form
Extensive experience of using CI tools such as DMAIC, SIPOCs, Process Mapping, Standard Work, RACIs, Structured Problem Solving and Root Cause Analysis	Application Form
Relevant service sector experience of leading process redesign projects, from Process Mapping and issue identification to the creation and implementation of improvements using Action Plans	Interview
Demonstrable experience of co-designing and delivering engaging CI training material including activities and exercises, to groups of up to 30 people from various levels across the Law Society, both in-person and online	Application Form
Experience of co-designing, leading and facilitating workshops with multiple teams to support a collaborative approach to improving ways of working, with the ability to respectfully challenge current ways of working	Interview
Experience of building and maintaining strong relationships with colleagues across the organisation to encourage engagement and trust with CI initiatives	Interview
Experience of coaching colleagues in the application of CI methods and tools	Interview
Proactive, structured, diligent, collaborative approach to work, with the ability to adapt well to changing environment and activities	Application Form
Strong verbal and written communication skills, including delivering via a range of tools to a variety of audiences	Application Form
Experience of MS Office suite to intermediate level including Excel, PowerPoint and Visio	Application Form
A considered and constructive approach to work	Interview
Excellent and proven planning experience, including the identification of requirements and establishing robust plans to deliver improvements	Interview

Ability to work independently, planning and organising own work and multiple workstreams with competing priorities, to ensure deadlines are met	Interview
Ability to effectively manage all stakeholders with competing interests	Interview
Ability to manage own wellbeing during busy and stressful periods of work, with the support of the Law Society as appropriate	Application Form
A strong understanding of, and commitment to, equality, diversity and inclusion at work	Application Form

## Organisational chart

