

Continuous Improvement Specialist

Job purpose: To provide specialist support with the deployment of the Society's Continuous Improvement (CI) approach through the delivery of strategies, principles, practices and standards, resulting in 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, engagement and learning.

Key Accountabilities

Accountability

- Work alongside the Continuous Improvement Manager to support and deliver against the Continuous Improvement (CI) strategy and approach using agreed principles and practices across the organisation
- 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 business practices, standards and performance, including challenging ways of working autonomously with colleagues
- Lead on process redesign projects, creating and managing project plans whilst working with teams, coaching them through process mapping, issue identification, the creation of action plans and managing the progress of actions
- Identify and deliver relevant CI methods and tools across the organisation, including Process Mapping and Process Redesign, Standard Work, Structured Problem Solving, including 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
- Provide specialist advice, consultancy and guidance on all elements of CI in line with the CI strategy and 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 Lean and 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
- Inform the definition, implementation and review of Technology & Change solutions, from initiation with business leaders and development of user positive designs, to enabling benefits to be realised and delivering relevant reporting
- 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)

Knowledge, Skills & Experience

Essential

- Specialist knowledge and experience of CI methods and tools at Lean Green Belt level.
- Experience of delivering improvements using CI methodologies and tools, including DMAIC, Process Mapping, Waste and Value Identification, Structured Problem-Solving including Root Cause Analysis and Standard Work
- Experience of leading process redesign projects, from Process Mapping, Issue Identification to the creation and implementation of improvements using Action Plans
- Experience of co-designing and delivering engaging CI training such as Standard Work, Waste Identification, Visual Management, Problem Solving, both in-person and online
- Experience of 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
- Experience of building and maintaining strong relationships with colleagues across the organisation to encourage engagement and trust with CI initiatives

Planning & Organising

- Excellent and proven planning experience, including the identification of requirements and establishing robust plans to deliver improvements
- Ability to work independently, planning and organising own work
- Highly collaborative approach to CI work
- Ability to manage effectively multiple workstreams and internal and external stakeholders with competing deadlines, priorities and interests.
- Flexible approach to meeting objectives
- Understanding of organisation governance approaches and fulfilling of relevant requirements

- Experience of coaching colleagues in the application of CI methods and tools
- Knowledge and experience of business change management and its impacts
- Decision-making capability, able to influence and engage at all levels
- Proactive, structured, diligent, collaborative approach to work, with the ability to adapt well to changing environment and activities
- Strong verbal and written communication skills, including delivering via a range of tools to a variety of audiences
- Experience of MS Office suite to intermediate level including Excel, PowerPoint and Visio
- A considered and constructive approach to work
- Ability to manage own wellbeing during busy and stressful periods of work, with the support of the Law Society as appropriate
- A strong understanding of, and commitment to, Equality, Diversity and Inclusion at work

Desirable

- Knowledge of Agile and waterfall project management, preferably as an advisor or stakeholder across a portfolio of complex digital and non-digital projects
- Knowledge of business change management and its impacts

Dimensions

Operating environment

- Manage CI activities and projects
- Engaging staff at all levels across the organisation, ensuring their participation to achieve successful deliveries
- Flexibility is essential to meet committed project deadlines

Financial responsibility

- Not applicable

Creative responsibility

- Ability to work with the CI Manager to evolve the direction of the Law Society's CI adoption
- Horizon scanning of methods and tools to continuously improve people, process and technologies
- Autonomy to use expertise and develop self and others.

Analytical responsibility

- Identify and challenge colleagues on current ways of working
- Support CI Manager with the analysis of capability and capacity across the organisation

Location

- Based at Chancery Lane, London but flexibility to work from home (as agreed with line manager).
- Full time, 5 days a week.

Organisation Chart

