

Job Description – Continuous Improvement Lead

About Us

We run the largest NHS staff bank, placing over 180,000 healthcare professionals into NHS Trusts each year. Uniquely we are owned by the Department of Health and Social Care and any surplus we make is reinvested back into the wider healthcare economy.

United by a passion for the NHS, our talented team of over 1,200 corporate employees are working behind the scenes to ensure that we can continue providing support to the NHS, when they need it most. Whether that's last-minute shift cover at a local hospital or providing over 20,000 vaccinators to the COVID-19 national vaccination programme – NHS Professionals plays an integral role in helping our NHS deliver safe, efficient, and effective healthcare services throughout the UK.

Our Vision

Driven by a passion for the NHS and its people, our vision is to become the NHS's workforce partner of choice. We are experts at putting people in places to care, and in 2022 our Bank Members delivered 39 million hours of care, saving our NHS Trusts over £6.5 million in agency costs.

Summary

The Continuous Improvement (CI) Lead's purpose is to identify opportunities for, and deliver, effective continuous improvement projects across process, systems and operational service delivery that puts customer and colleague experience at the core. This individual will need to be experienced and confident in driving small and medium scale business improvement initiatives, whilst also demonstrating strong leadership and communication skills to influence at all levels.

Accountabilities

The CI Lead will have accountability for partnering with the business to identify, assess and prioritise the delivery of continuous improvement initiatives whilst ensuring a high quality customer and people focused service that is fit for purpose. The role reports to the Strategic Projects Partner and will work closely with a wide variety of business stakeholders.

Responsibilities

Our values sit at the centre of all we do. In this role, you will demonstrate these values in the following ways:

We Care, It's Personal

- Develop and deploy a fit-for-purpose continuous improvement framework that includes the identification of small-to-medium scale opportunities, assessing and prioritising initiatives, planning for change, implementation and analysis of results of change
- Create effective processes and governance to support implementation of all CI initiatives, leveraging PMO support
- Coach and influence senior stakeholders on best practice, consistency and governance in all existing business processes to avoid unnecessary CI projects

- Use exceptional communication skills to develop relationships and a sense of credibility quickly, with senior stakeholders both within the Chief of Staff office but also within the wider business
- Have a rigorous approach to analysing key customer metrics and using insight to continually evolve the business processes to ensure that functional performance is clear and transparent
- An ability to work collaboratively across functions and stakeholders, appreciating business sensitivities and differences

Be Bold, Make Change

- Using Lean thinking to be curious about processes and systems and use data to support that analysis, to create high impact and relevant customer and colleague experience insights, with the aim of driving process effectiveness and outstanding execution
- Deploy process improvement methodologies such as Lean/Lean Thinking / Critical Analysis to improve processes and the holistic customer and people experience
- Develop ways of embedding lean methodology into the wider NHS Professionals business to ensure it becomes the norm and drives value and is not seen as simply “another activity”
- Utilise the knowledge and skills of colleagues to accelerate the pace of adoption across all parts of NHS

One Team, 100% Together

- Provide business partnership and thought leadership to the business leads to become a trusted advisor on all matters relating to process efficiencies and improving customer experience
- Using process improvement methods (Lean, Six Sigma etc.), work collaboratively with all key stakeholders to ensure effective requirements gathering and exploration of innovative and cost-effective solutions
- Conduct impact assessments to identify and address risks and opportunities
- Drive deep relationships across multiple stakeholder groups, including different business functions both internal & external
- Attend relevant team meetings and contribute to the ongoing development of the function and those who work within it
- Create a highly collaborative relationship with colleagues within the Business Enablement function and look for opportunities to constantly improve and evolve the service with a view to adding value by liaising with the wider business

Smart Solutions, Expertly Delivered

- Identify value-add projects in line with customer and colleague experience to support the overall NHS Professional’s 5-year plan
- Accountable for resolving any process deficiencies or implementing improvements to ensure NHSP remains the most effective and efficient workforce solutions provider
- Accountable for devising an appropriate forum and governance model to oversee CI change approvals and prioritisation decisions with engagement from key stakeholders

Person Specification

Criteria	Essential When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed.	Desirable When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed.
Qualifications and Knowledge:	Previous experience of Operational Excellence and Continuous Improvement methodologies – Lean / Six Sigma – within a resourcing context in a large complex / matrixed organisation is critical	
Experience	Proven experience in creating recruitment or workforce management Lean processes. Demonstrates a high degree of business acumen, ideally within a customer-focused / professional services organisation	Experience of end-to-end project management including the tracking of benefits
Communication and People Skills	Proven track record of developing effective, sustainable relationships and managing expectations of multiple stakeholders becoming a trusted partner to the NHSP community. Demonstrate the ability to challenge, build credibility and work with integrity at all levels within the organisation to influence change	
Organisational Skills	Possess a continuous improvement mind-set, always evaluating approaches against internal	

	requirements and external best practice to identify areas for improvement	
Specialist Knowledge and Skills	<p>A deep level of understanding around the systems and process optimisation</p> <p>A proven track records of using data to drive insight that is valuable to business and stakeholders</p> <p>Ability to create and deliver simple solutions to complex problems</p>	