



Job Description

Business Improvement Manager

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Position: Business Improvement Manager	Reports to: Operations Director (Paris)
Direct reports: None There is a requirement to coordinate the activities of project team members.	Location: emovis SAS (FR) with some international travel

Main Purpose of this position:

Reporting to the group Operations Director but being a key member of the Operations Management team, the Business Improvement Manager will play an instrumental role in the design and delivery of a refreshed Target Operating Model (see key responsibilities) within our Operations. They will lead and manage the priority work streams proposed by the business and be responsible for:

- Identifying and securing stakeholder sign off of operational changes
- Evaluation of new systems, resources and vendors
- Implementation of the changes
- Delivering measurable improvements.

Key Responsibilities:

1. Project Implementation (Project management)

- 1.1. Identify project resources required to deliver each work stream within the program
- 1.2. Facilitate the project team of subject matter experts, consultants and suppliers (where relevant) to agree and deliver the required changes
- 1.3. Develop, execute and track progress against the project plan(s)
- 1.4. Identify and manage risks, issues and dependencies
- 1.5. Define and evaluate the benefits of each change; and track overall project learns



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2. Stakeholder & Supplier Management

- 2.1. Build relationships with stakeholders across the organisation and ensure effective sponsorship of each work stream throughout the duration of the program
- 2.2. Provide senior stakeholders (Leeds Senior Leadership Team and Group Operations Committee) with progress updates and clear recommendations to assist decision-making
- 2.3. Negotiate services with suppliers and potential vendors, in close collaboration with Purchasing experts

3. Target Operating Model

- 3.1. Identify the changes required to achieve consistent delivery of world class performance within our operations, focusing initially on five priorities: workforce planning; customer satisfaction measurement; image review; efficiency/performance management; and telephony/call recording
- 3.2. Identify and create business case(s) for required support tools and resources
- 3.3. Pilot and test the changes and tools within Leeds based operation
- 3.4. Document the best practice approaches and share with other Operations subsidiaries for wider implementation

4. Governance & Compliance

- 4.1. Personally comply with the organisation's policies and procedures
- 4.2. Consult with the appropriate teams (e.g. HR, Legal, Quality, etc.) to ensure proposed changes comply with Group policies and procedures; and with all relevant local legislation
- 4.3. Ensure proposed changes continue to meet client requirements; and support the achievement of agreed performance indicators and service levels, as well as accreditations such as ISO 9001

5. Bid/Sales Support

- 5.1. Support bid activity by helping the business development team articulate the success of delivered changes; and future vision of our target operating model
- 5.2. This may include support in writing of bids, and presenting to new prospects

This Job description provides a guide to the duties and responsibilities for the position but the Company may require you from time to time to do any work within your capacity.



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Person Specification

<p>SKILLS AND ABILITIES</p> <p>Skills the applicant would need to do the job</p>	<ul style="list-style-type: none"> • Strong project management skills • Excellent presentation skills • Excellent stakeholder management and influencing skills • Problem solving and data analysis • Team leadership and motivation • Excellent MS office skills • Time management and organisational skills • Able to effectively prioritise (own & project team’s workload)
<p>EXPERIENCE</p> <p>Experience the person would need to do the job</p>	<ul style="list-style-type: none"> • Proven record of delivering multiple projects or improvement initiatives to successful completion (essential) • 5 years+ contact centre and/or back office operations experience (essential) • Experience of managing senior stakeholder relationships and influencing skills at Board level (essential) • Commercial acumen, budget management and production of business cases • Experience of vendor selection or managing suppliers (ideal) • Experience of outsourcing particularly with public sector clients (ideal)
<p>KNOWLEDGE</p> <p>Knowledge this person would need to do the job? Any specific qualification or training requirements.</p>	<ul style="list-style-type: none"> • High proficiency in English (written & verbal), French is a plus • Certificate in project management or improvement methodologies such as Prince, PMP, Agile, Lean Six Sigma, etc. • Knowledge of contact centre support processes such as workforce management; customer satisfaction measurement; call recording; and managing efficiency • Knowledge of road tolling operations
<p>PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS</p> <p>Any other qualities you are looking for from the applicant</p>	<ul style="list-style-type: none"> • Clear DBS • Team player – collaborates well with UK & International colleagues • Willingness to travel internationally on a regular basis • Excellent interpersonal skills • Trustworthy and confidential • Consistent high quality output