

Job title	Process Improvement Manager
Team	Operations
Reports to	Safety, Operations & Logistics Director
Location	Operations
Remote Working	Category B

Role Summary

Within the Operations team, proactively seek out opportunities for change to systems and processes and successfully lead the implementation of improved, new ways of working. Ensure the best processes and technologies are in place to create efficiencies and serve customers as effectively as possible.

Help to drive a culture of continuous improvement and role model the behaviours needed to encourage and embed change.

Proactively build on opportunities for integration between operational functions, focussing on being process led, eliminating waste in processes, and building greater operational resilience.

Key tasks and responsibilities

- Process change
- Identify ways to improve efficiencies across all operational functions, leading on the delivery of change, whilst delivering a first-class customer experience.
 - Working in conjunction with the Head of IT, accountable for leading the digitalisation of key processes, reviewing current systems.
 - A key driver in the implementation and roll out of the new cargo handling software, ensuring it is delivered on time and on budget; engaging all stakeholders in the process, whilst ensuring minimum disruption to our service.
 - Proactively identify complex operational challenges and how these could be translated into opportunities to deliver value, improve internal processes and improve customer experience. Innovate and implement changes, ensuring decisions are data based and value is tangible.
 - Lead on the streamlining of internal operational processes, to improve the overall efficiency of Operations.
 - Develop business continuity plans and build greater resilience in our systems.
 - Ensure change management is delivered holistically, engaging all stakeholders on the journey and considering the full impact of change.
- Analytics
- Lead on the creation and production of an operational dashboard – enabling greater use of metrics to provide insights into performance that are easy to interpret and can be visible to multiple stakeholders.
 - Analyse operational data to inform strategic decision making.
 - Evaluate operational performance and efficiencies to ensure a high level of service.

Key skills/Person specification

- A natural collaborator, skilled at adapting their leadership style as required.
- Ability to innovate and implement, combining analytical perspectives with a pragmatic approach.
- Skilled at energising new projects and also ensuring thorough and timely completion/finish – and being able to balance this.
- Transferable project management qualification, for example Prince, Lean, Sigma, Association of Project Managers.
- Ability to communicate effectively and influence at different levels of the business, forming strong working relationships. Ability to correspond professionally and appropriately with external stakeholders.
- IT fluent with strong Excel skills and the use of dashboards.
- Able to work within budget with financial acumen.
- Ability to take complex constructs and simplify them for a variety of different stakeholders.
- Well organised with experience of working within a change management environment.
- Experience of leading, shaping and implementing projects.
- Previous experience in a related sector desirable – operations, production or manufacturing.

Our Values

