

Job Title	Service Improvement Specialist	Location	London / Oldham	Job Family	Customer Services	Grade	D5
Reports to	Business Improvement Manager	Designation	Hybrid				
<p><b>Overall purpose:</b> Support the delivery of improvements to customer experience, employee engagement and business performance through helping to define solutions and drive efficiency across functional teams. Act as an internal expert on business improvement, working in partnership with all relevant teams.</p>							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Support the adoption of Continuous Improvement both in function and across Guinness, as a Subject Matter Expert and improvement champion for the function.</li> <li>Encourage the embedding of Lean Six Sigma within the function and ensure upskilling equips colleagues to deliver performance and service improvements.</li> <li>Facilitate Service and Business improvement through data collection and process review to identify solutions and improvements.</li> <li>Support the development and continuous improvement of processes which make effective use of the core systems and other software tools. Ensure that improvements are embedded, tracked, and measured, and benefits are reported and sustained.</li> <li>Support Service and Business Improvement colleagues to identify and implement sustainable cost and performance efficiencies.</li> <li>Ensure the Voice of the Customer feedback (through transactional and relationship surveys) is being heard and addressed through both functional CI deployments and across the end-to-end customer journey.</li> <li>Drive the adoption and consistent use of core systems across function.</li> <li>Support delivery of the change roadmap across functional area ensuring that clear business objectives are agreed, benefits are identified, and implementation plans are in place.</li> </ul> <p><b>Key Outcomes:</b></p> <ul style="list-style-type: none"> <li>Reviews and projects are delivered, providing tangible and measurable improvements to customer experience, service delivery, efficiency, costs, and compliance.</li> <li>Improvements align with the strategic objectives of the service/function.</li> <li>Improved service is recognised by customers and reflected in year-on-year increases in KPIs.</li> <li>The function's understanding and application of Continuous Improvement matures and is standardised with the wider organisation.</li> <li>New and innovative ways of working are embedded ensuring effective use of resources.</li> <li>Adherence and use of core systems (CRM) is maintained across the function.</li> </ul>		<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Proven experience of developing and implementing business improvements in a service delivery environment.</li> <li>Able to use data to improve decision making, leading, and navigating team members through ambiguity by making evidence and/or values-based decisions to prioritise strategically.</li> <li>Experience analysing complex information and developing appropriate options and / or recommendations.</li> <li>Strong commercial, financial and analytical skills, working with the business to identify practical performance improvement opportunities.</li> <li>Ability to influence at all levels of the business.</li> <li>Excellent oral and written communications and strong presentation skills.</li> <li>Excellent knowledge of Microsoft Office, including Excel and PowerPoint.</li> <li>Demonstrates pragmatic thinking and approach.</li> <li>Demonstrates the Guinness Behaviours.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Proven ability delivering impactful process improvements using lean six sigma methodology.</li> <li>Experience of change management.</li> <li>Understanding of the context of social housing.</li> <li>Understanding of new and emerging technologies.</li> <li>Understanding of Agile delivery.</li> </ul>		<p><b>These are the requirements for roles at Grade D. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</b></p> <p><b>Accountability:</b></p> <ul style="list-style-type: none"> <li>Accountable for meeting defined business objectives and goals.</li> <li>Conducts work planning and prioritisation to optimise performance of resources.</li> <li>Provides input to group/area plans and targets.</li> </ul> <p><b>People Skills:</b></p> <ul style="list-style-type: none"> <li>Allocates resources and responsibilities within the team to deliver business results.</li> <li>Manages internal/external relationships for team/group.</li> <li>Participates in and inputs into the fairness and consistency of the employment experience.</li> </ul> <p><b>Impact &amp; Influence:</b></p> <ul style="list-style-type: none"> <li>Makes decisions, some complex in nature, which have an impact on team activities.</li> <li>Actions likely to impact internal and external parties within area or specialism.</li> <li>Acts as an advisor to others on own area of expertise or specialism.</li> </ul> <p><b>Thinking Challenge:</b></p> <ul style="list-style-type: none"> <li>Inputs into business focused solutions.</li> <li>Deals with complex issues/problems affecting own area with minimal referral to manager.</li> <li>Applies analytical skills in assessing complex concepts/principles and helping determining solutions.</li> <li>Defines standards and reusable approaches within own area and beyond.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.</li> </ul>			
		Qualifications					
		<b>Essential:</b>					
		<ul style="list-style-type: none"> <li>Educated to Level 4 (A Level or equivalent).</li> <li>Lean Six Sigma Green Belt or similar accreditation.</li> </ul>					
		Other					
		Driving Licence Required	No				
		Mobile working required	Some				
		Evening and weekend working required	Some				
		National travel as reasonably required	Some				
		Other					

You are also required to undertake any other duties within your capabilities as may be reasonably required.