

Job Description

Job title:	Continuous Improvement Lead
Business Area:	Careers
Reports to:	Business Improvement Manager
Usual office base:	Regional Office (Whiteley)
Grade:	Careers Grade 5

Job purpose:

With a national remit across all Careers contracts to manager and oversee a range of improvement measures and activities in line with the Careers Continuous Improvement Strategy on multiple of contracts in the Careers Business Unit.

Job objectives:

1. Manage a programme of continuous improvement activities including internal audits of evidence, Skills Action Plans quality and Customer Journey Checks and the document scanning process to ensure full compliance with funders requirements; producing a range of reports with recommendations for improvement measures and activities. Work autonomously to identify risk areas and production of quarterly review reports.
2. Collate and analyse management information from across the organisation and prepare regular qualitative and quantitative management information summaries and reports, identifying trends and contract behaviours to inform decision making.
3. Provide daily support to back office support staff on compliance and work collaboratively on problem solving actions. Run weekly Administration meetings to address operational issues and be proactive in solution design.
4. Manage the range of feedback processes and resources to include Ipsos Mori, Mystery Shopper, Customer feedback surveys, Compliments and Complaints and use data to produce regular qualitative reports on trends, themes and priorities to the Business Improvement Managers to assist in future planning for continuous improvement
5. Support the coordination of Best Practice and Improvement visits across Careers nationally; produce BPI assessments and reports; conduct

Staff interviews analyse evidence to produce assessment reports to feed into the overall BPI reports and judgements.

6. Design and deliver a range of induction sessions for new members of staff: ensure induction materials are kept up to date in line with contract or policy changes. Support the Business Improvement Managers in identifying key areas for improvement and developing processes to support colleagues in making the necessary improvements. This may involve, for example, providing coaching/feedback, or contributing to task and finish groups.
7. Act as deputy chair and minute taker for all allocated internal Action Teams. Ensure accurate minutes are distributed in a timely manner, monitoring and reviewing actions points to ensure they are completed in full and to timescale.
8. Support Business Improvement Managers in annual self-assessment against the Common Inspection Framework and in preparations for Ofsted inspection and achievement of other relevant quality kite marks (e.g. Matrix, Fair Train, ISO, Merlin etc.)
9. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training.

Scope:

The successful candidate must have access to transport and be prepared to travel based on business need.

This job description needs to be considered in the context of a developing and evolving business and therefore the duties described above will need to be adapted to meet the needs of each project.

Person specification:

Knowledge

Essential:

- Degree or equivalent experience
- Advanced knowledge of Microsoft packages including Excel (V Look Ups, Pivot Table and Macros, Access, Word and PowerPoint)
- An understanding of and a commitment to equality of opportunity
- Understanding of and commitment to continuous improvement

Desirable:

- Project management
- IAG/Training qualification
- Understanding of the Ofsted Common Inspection Framework and/or matrix standard, or other quality standards

Experience

Essential:

- Experience of quality assurance systems, compliance checking or auditing
- Understanding of developing improvement plans/action planning
- Experience of taking robust minutes and actions

Desirable:

- Experience of the careers guidance sector

Skills

Essential:

- Effective communication skills including written and verbal and be able to relate to a wide range of people and organisations
- Be able to accurately extract and interpret data into meaningful reports for internal customers and external stakeholders
- Work collaboratively as part of a team and have a highly flexible attitude to support ongoing business needs
- Excellent organisational skills to include time management of own work
- Ability to meet deadlines and achieve targets and implement contingency plans where necessary
- Excellent IT skills including all Microsoft Office software
- Apply a flexible approach to work activities including travel as required to meet business objectives
- Display an open mind and positive attitude to work and colleagues

Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.

Competency Band:
Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Works with others to improve how to meet the needs of the learners, clients and Careers	Considers how their own job adds values and what impact it has on colleagues and learners
Integrity - Supporting and Building Trust	Refers to personal values when faced with difficult situations and is viewed as a trustworthy individual	Listens and respects views of others, accepting the value of different ideas and ways of working
Accountability - Delivering and Improving	Considers and suggests ideas for improvements to deliver results, sharing this feedback with others in a constructive manner	Recognises when deliverables and/or services are not being delivered to the required level of quality or standard and takes appropriate action
Collaboration - Engaging and Partnering	Understands how their own behaviour contributes to the sharing of knowledge and ideas	Provides advice and feedback to support others to make accurate decisions

Version Control

Version	
Date	February 2019
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