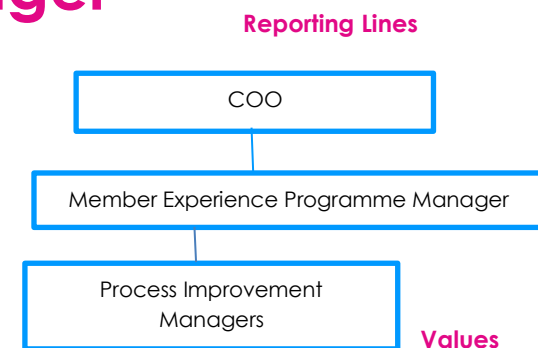


# Role Profile – Process Improvement Manager

**Purpose:** To define drive delivery of projects within the Member Experience Programme which deliver the objectives of the ME Programme. To work across the business to publicise and build engagement in continuous improvement of the Member Experience, modelling best practice process improvement techniques. Within the Programme, lead in the analysis, design, development and implementation of new service delivery models, business processes, organisational designs and work environments to improve services to members, patients and customers and achieve value for money. Act as member experience expert for the Society.

**The post holder will:**

- Work across the organisation in a cross functional capacity with accountability for the development of end to end member, customer and patient journey processes to identify and drive improvements and business change.
- Contribute to the development of longer term strategy and hold core responsibility for the production of key business cases for approval.



## Key Result Areas

**Member:**

- Work across all areas of the business in an advisory capacity re: Member experience impacts, ensuring all changes to the member journey are critically assessed and baselined with data where possible, completing timely and accurate BIAs
- Develop and maintain an effective partnership with our Member Satisfaction provider to be an expert in interpreting the data, able to support touchpoint owners to identify Continuous Improvement (CI) opportunities

**People:**

- Delivery of key training interventions, including a CI induction programme to support core skills development across the society to embed a CI culture as well as bitesize Continuous Improvement modules to support the drive towards a Continuous Improvement culture

**Operational Excellence:**

- Identify, shape and drive key member experience projects with stakeholder involvement from across the business, ensuring that projects drive delivery of the objectives of the ME Programme.
- Contribute to the development of a strategic roadmap of member experience projects in conjunction with multiple areas of the business.
- Design and deliver processes which improve member journeys through research, detailed process mapping, collaboration and co-ordination of improvement plans and working collaboratively the Insight, BI and analytics teams
- Work with IT to identify automation and digitalisation opportunities to support the Member Journey
- Develop and deliver engaging reporting mechanisms to demonstrate progress against the objectives of the ME Programme.
- Be a key influencer across the business with regards to all member contact with the Society.

## Measurement

Delivery of member experience programme objectives achieved and evidenced.

KPIs are set and met across defined ME measures.

Improved Member Sat scores (once baselined in H1 2021).

Development of the Member Experience Strategy and associated project plan.

Delivery of key projects.

Involvement in all business driven projects affecting member experience.

## Skills and Experience

Extensive experience in re-engineering business processes and customer journeys.

A proven track record in driving tangible business process enhancements and continuous improvement in customer facing and back office operations.

Highly adept at analysing and subsequently presenting information, aimed at a variety of audiences including Board/SE.

Excellent communicator with ability to run workshops, present to large groups and work strategically with Senior Management.

Proven skills in problem solving and analysis, both at a strategic and operational level, undertaking research to inform new process design.

Demonstrable experience in Project/Change Management.

**Be Caring**

- We know what we do matters
- We're proud and enjoy what we do
- We promote a culture of care, respect, compassion and wellbeing
- We protect the mutual ethos

**Be Connected**

- We collaborate and share across teams, departments and the business
- We listen to understand each other and our members' needs
- We support one another by having open and honest conversations
- We recognise that we're stronger together

**Be Brave**

- We embrace change
- We challenge and ask 'why' as well as 'why not'
- We always want to learn
- We are not afraid of trying new concepts and ideas

**Be Smart**

- We approach problems with a solution mind-set
- We actively seek to improve and be better and we learn from our mistakes
- We spend members money wisely
- We're invested in the future of our business