

# Job Description and Person Specification

## Job details

Job title: Improvement Project Manager

Directorate: Children, Adults and Community Health (CACH)

Department Hackney Education

Division Education Operations

Reporting to: Head of Improvement Programmes & Projects

Direct/indirect reports: As and when required by projects

Budget responsibility: No

Grade: PO8

Leadership level: Service

DBS requirement: No

## Job description

Purpose of the post:

The role of the Improvement Project Manager is to ensure we get the best service for clients by working alongside senior service managers and practitioners to secure the highest quality of service and the most effective and efficient organisation of services. This is a senior role where primarily your task is twofold.

Firstly, to bring a professional business improvement perspective to service delivery, including the application of business process improvement and lean practices, business planning techniques and a 'keep it simple' approach to organisational design.

Secondly, to add operational capacity and value to service managers through support for routine service delivery as well as new ways of working, digital applications, traded service development, and project management.

Overall, your role should provide the means to the effective and efficient use of systems and staff to achieve service and corporate objectives whilst keeping the focus on our customers.

Main duties and responsibilities:

### Deliver outstanding service

- Service quality is enhanced following the successful implementation of new ways of working e.g. the digital transformation of services, completed jointly with the relevant service leaders.

### Increase service quality and performance

- Business processes and systems deliver better services to our customers following the completion of thorough service reviews.

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- Administrative support is available when needed and project teams deliver the benefits being sought having been effectively managed by the business manager.

### Identify opportunities for personal and professional development

- Time is saved and better solutions identified following on-going continuous self and professional development.

### Identify opportunities for innovation/new business development

- Services are pro-active and responsive to customer/client needs, most specifically in the provision of an outstanding service to children and families as a result of the support and expertise provided by the business manager.
- Implementation times are short and new arrangements are embedded as a result of the effective use of change management techniques that also promotes a forward looking and flexible approach to service development.

### Make best use of resources

- Specialist functions (such as HR, Finance, IT, Trading, Marketing and Business Development) are aligned to and consequently deliver the support requirements of service functions (customer/school facing services).
- The work being undertaken by service teams adds value, as business managers apply and incorporate lean principles to new processes and systems.

### Develop strong relationships across teams and with partners

- Policies and procedures are understood and are applied uniformly throughout the organisation due to the effective fulfilment of the business manager's role as liaison / disseminator of this information from specialist teams to delivery teams.
- Poor performance and or systems are enhanced due to the appropriate level of challenge to existing practices offered by business managers.

### Reflect best practice and ensure compliance

- Streamlined and improved service performance is secured, following the business process consultancy support business managers offer senior managers, utilising relevant methodologies and tools.
  - Services are able to meet their targets as the business manager provides them with the expertise and additional capacity they require. This ranges from professional to administrative support and from running key process operations and systems to providing support with performance reporting and quality assurance processes.
  - Processes are enhanced as a result of the business manager's understanding and ability to use lean principles whenever implementing a process/change.
  - To undertake additional or other duties as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the Line Manager.
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General requirements:

- Ensure compliance with Council policies, standing orders, financial regulations and other requirements
  - Ensure compliance with the Data Protection Act and confidentiality policies
  - To achieve agreed service area outcomes and personal appraisal targets, as determined by the line manager
  - The post holder must at all times carry out his/her responsibilities with due regard to our policy, organisation and arrangements for Health and Safety at Work.
  - It is your responsibility to carry out your duties in line with our policy on Equality and Cohesion and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.
  - You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.
  - All Hackney Learning Trust Staff are expected to demonstrate and work towards developing the HLT Leadership Qualities which are:
    - A strong sense of direction and purpose
    - Creativity
    - Resilience
    - Credibility
    - Presence
    - Connecting
    - Self-Awareness
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## Person Specification

|  | Essential                | Desirable                |
|--|--------------------------|--------------------------|
| <b>Qualifications</b>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 1. Educated to degree level in Business related specialism   | <input type="checkbox"/> |                          |
| 2. Master's degree or similar in a management or business specialism   |                          | <input type="checkbox"/> |
| <b>Experience</b>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Experience of managing a successful operation, either in a business or educational setting, such as Operations Manager, School Business Manager                     | <input type="checkbox"/> |                          |
| 4. Broad experience of the application of lean and business process improvement methodology and tools in a service driven private or public sector environment         | <input type="checkbox"/> |                          |
| 5. Experience in documenting business processes "as-is" and "to-be" and defining cost measurements   | <input type="checkbox"/> |                          |
| 6. Proven and successful project management experience - experienced in developing pragmatic approaches and structured plans to bring about change                     | <input type="checkbox"/> |                          |
| 7. Experience of successfully managing teams working in diverse areas  | <input type="checkbox"/> |                          |
| 8. A track record in relationship management and negotiation with internal stakeholders with positive outcomes   | <input type="checkbox"/> |                          |
| 9. Management of budgets and financial analysis  | <input type="checkbox"/> |                          |
| 10. Experienced G Suite user   |                          | <input type="checkbox"/> |
| <b>Knowledge/Skills</b>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Knowledge of lean, business process improvement and similar methods and how to apply these tools in a service driven private or public sector environment          | <input type="checkbox"/> |                          |
| 12. Strong communication skills, excellent rapport building and ability to establish and maintain positive working relationships with staff, managers and stakeholders | <input type="checkbox"/> |                          |
| 13. Project planning methodology and relevant tools and applications   | <input type="checkbox"/> |                          |
| 14. Ability to manage a range of complex tasks simultaneously, effectively prioritising and delivering to a high quality and to timescale                              | <input type="checkbox"/> |                          |
| 15. Highly competent in the use of relevant IT and information management systems with the skills necessary to present highly accurate and relevant                    | <input type="checkbox"/> |                          |

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|--|---|---|
| quality data in a variety of formats   |   |   |
| 16 Strong influencing and communication skills   | □ |   |
| 17 Advanced Excel skills   | □ |   |
| 18 Ability to work on own initiative to produce high level results   | □ |   |
| 19 Ability to provide strategic leadership and management, communicating the organisational vision and motivating others |   | □ |

**Re-evaluation - approval to proceed** (for re-evaluations, get approval to proceed from an SLT member)

I confirm approval to proceed:

|             |  |            |  |       |  |
|-------------|--|------------|--|-------|--|
| SLT Member: |  | Signature: |  | Date: |  |
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