

JOB TITLE Continuous Improvement Manager

Job Level	3	Kornferry Function	
Directorate	Social Enterprise	Function/Service	Red Cross Training/Sales
Direct Reports	0	Indirect Reports	34

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Purpose	The role will be responsible for continuously seeking out opportunities to develop ways of working and implement improvements to enable the department to achieve its core goals. This responsibility includes ensuring standards are maintained and the role will manage the successful delivery of change projects, to increase productivity and efficiency. It will optimise processes, quality and compliance through people and systems.		
Budgetary responsibility/accountability	None	Accountability for other resources	None
Key Responsibilities (max 4 headings, with a max of 6 bullets per heading)	<p>Service Delivery</p> <ul style="list-style-type: none"> • Bring operational and technical experience to the management of the delivery of service to ensure effectiveness and continuous improvement. • Develop and increase the capabilities of our processes, policies, procedures and systems to deliver ongoing improvements and keep pace with current technologies. • Work across the department to improve the capability of all, maximising efficiencies with our systems. • Monitor data from available systems, create focused information and trends to identify opportunities, track and monitor to achieve sustainable Quality Assurance improvements. • Maintain and develop best-practice training for the launch of new course products, organisational processes and systems knowledge. • Act as the primary advocate for team leaders in projects requiring sales department participation, communicating with stakeholders in a consistent and timely manner. <p>Quality Improvement and Compliance</p> <ul style="list-style-type: none"> • As part of the Performance Improvement Team seek to improve and deliver management practices such as the sales department's induction, recruitment and onboarding processes for new employees. • Develop the wider team to maximise effectiveness using continuous improvement methodologies. 		

	<ul style="list-style-type: none"> Define standards across the department becoming a central point for compliance, benchmarking, calibration and process improvements. <p>Team Member</p> <ul style="list-style-type: none"> Actively participate in all team meetings. Support other team members Work and behave in accordance with all BRC policies, procedures and in line with our Values in Action. Uphold the fundamental principles of the Red Cross and act with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic). Maintain the British Red Cross standards and adhere to the code of conduct. <p><i>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</i></p>
Knowledge & Skills <i>*Mark Essential with a *</i> (max 6*) <i>Desirable max 3</i>	<p>Essential</p> <ul style="list-style-type: none"> IT Applications - experience with Customer Relationship Management (CRM) and booking systems, Microsoft packages, Power BI and Excel Strong interpersonal and communication skills Analytical Strong organisational and time management skills Dynamic thinking and problem-solving abilities Demonstrates continuous self-development <p>Desirable</p> <ul style="list-style-type: none"> Knowledge of relevant management methodologies such as Agile Scrum/Lean Six Sigma Project management professional qualification
Experience <i>*Mark Essential with a *</i> (max 6*) <i>Desirable max 3</i>	<p>Essential</p> <ul style="list-style-type: none"> 2 – 5+ years in process improvement, commercial operations or development Quality compliance and auditing Experience in writing processes and procedures Developing and delivering training, coaching and feedback Leading change projects across multiple stakeholders <p>Desirable</p> <ul style="list-style-type: none"> Experience of working in a call centre Experience of working remotely
Additional requirements	<ul style="list-style-type: none"> Ensures inclusive practice and promotes diversity* Hybrid working*

Pre Engagement Checks <i>Highlight bold as required</i>	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/ None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/ None
Driver Check	Yes/No
International Roles Only	
International Police Check	Yes/No

International Driving Licence for manual cars	Yes/No
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Role Reference	Review Date
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.