

Role Profile

Role Title: Business Improvement Consultant

Business Area: Group Services

Department/Team: Transformation Realisation Office

Reports to: Assistant Director Transformation Delivery

Direct Reports: N/A

Dimensions (budget, people span of control): N/A

Created/Reviewed date: April 2024

Role Purpose

As part of Asters modernisation programme, you will be responsible for supporting the end-to-end design and implementation of Aster Group's customer service target operating models. You will work closely with senior leaders and colleagues across the business to assess current state, identify areas for improvement, and develop tailored operating models to enhance effectiveness, streamline processes, and improve the overall customer journey.

This role requires a deep understanding of housing operations, change management, and strategic planning to deliver tangible results. You will also be supporting operational teams as they make improvements within their current teams.

Key Accountabilities

1. Target Operating Model Design:

- Work with leaders to develop a customer service target operating model that align with Aster Group's strategic priorities and business needs.
- Design end-to-end processes, workflows, and governance frameworks to optimise efficiency and effectiveness.
- Define roles, responsibilities, and reporting structures to enhance accountability and decision-making.
- Review and simplify our policies and procedures to support our operating model principles.
- Create requirements to be shared with TRO and IT to build any future system changes for example our self-serve portals, internal CRM or mobile working.
- Create final output from the reviews on short-, medium- and long-term changes that are to be implemented and the associated cost and benefits measures. Support the tracking of those changes within business areas and support ad hoc where required.

2. Process Re-design:

- Conduct assessments of existing processes within the organisation, utilising techniques such as value stream mapping, root cause analysis, and data analysis to identify inefficiencies and areas for improvement.

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- Analyse operational challenges, carry out root cause analysis and identify opportunities for improvement.
- Collaborate with stakeholders to gather requirements, understand business objectives, and define TOM objectives.
- Document process changes, best practices, and lessons learned, and prepare comprehensive reports and presentations to communicate findings, recommendations, and project status to stakeholders and management.
- Work with the customer voice team and internal change manager to ensure that customer and colleague feedback is included in the future design.

3. Implementation and Change Management:

- Partner with delivery colleagues to implement TOM initiatives and drive organisational change.
- Facilitate workshops, training sessions, and stakeholder engagement activities to promote TOM adoption.
- Provide guidance and support to ensure successful transition from current state to desired future state.

4. Performance Measurement and Continuous Improvement:

- Establish key performance indicators (KPIs) and metrics to monitor the effectiveness of TOM implementations.
- Promote a culture of continuous improvement within the organisation by encouraging feedback, fostering innovation, and facilitating knowledge sharing among teams.
- Recommend adjustments to the operating model based on feedback, data analysis, and evolving business requirements.

Experience and Qualifications

- Lean Six Sigma certification at Green Belt level, or equivalent experience
- Proven experience in leading end to end service reviews using service design and process improvement methodologies
- Experience of delivering target operating model re-design
- Strong understanding of continuous improvement methodologies such as Kaizen and A3 problem solving
- Excellent communication skills with the ability to collaborate effectively across all levels of the organisation
- Previous experience of delivering change within the housing sector to a high standard
- Able to manage multiple workstreams and is able to prioritise and manage their own workload to meet deadlines