

Role Title	Business Improvement Manager		
Job Family	Corporate Governance	Sub Category	Quality Assurance
Behaviours	<ul style="list-style-type: none"> <li>Changing and Improving</li> </ul>	<ul style="list-style-type: none"> <li>Managing a Quality Service</li> </ul>	<ul style="list-style-type: none"> <li>Seeing the Big Picture</li> </ul>
Purpose	To drive efficiencies and improvements across all FCDO Services business areas.		



# FCDO Services

## Key Accountabilities

- Provide advice and support to standardise practice, process and procedure in FCDO Services [core business functions.
- Provide advice, support and facilitation in order to improve practice, process and procedure in FCDO Services business functions
- Add value through creating capacity improvement and freeing resources.
- Train and coach colleagues to achieve their own improvements and identify opportunity for enhanced performance
- Provide advice/guidance/facilitation concerning the business processes within the 'Business Lifecycle Initiative' reviewing core processes affecting how FCDO business is managed from inception to conclusion

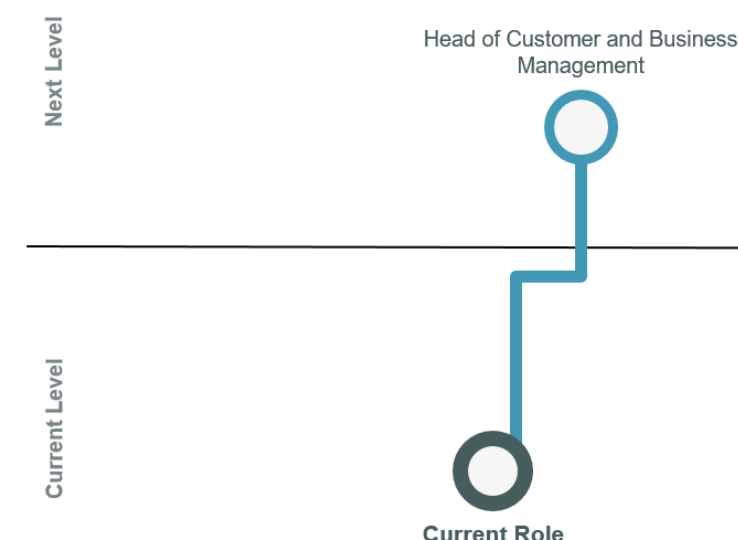
## Authority and Scope

- Authority to review proposed business changes from within FCDO Services and advise on implications/completeness/desirability of implementing such changes
- Authority to approve talent and development initiatives designed to equip staff with LEAN and Six Sigma skills/competencies

## Internal and External Communications

- Potential for interaction with anyone from within FCDO Services business but predominant contact is with functional leads, Team Leaders, 'Heads Of.' Project Boards and others with responsibility for delivering business functions or business change. Contact includes advice, analysis, audit, review, redesign, and project facilitation.
- There is periodic reportage at Executive level

## Potential Next Career Moves



## Skills

- Influencing skills
- Communication skills
- Analytical skills
- Organisation skills
- Interpersonal skills

## Qualifications, Knowledge and Experience

### Essential

- Comprehensive knowledge of, experience in, and proven delivery of, business improvement methodologies and solutions
- Experience in handling, analysing and understanding diverse data sources
- Experience in stakeholder management, methodologies and tools
- IT literate especially with MS Excel

### Desirable

- LEAN or Six Sigma certification to at least 'Yellow Belt', or equivalent experience
- Experience of working within the civil service
- An understanding of change management approaches