

<b>Job title</b>	<b>Continuous Improvement Manager</b>
<b>Department</b>	Service Delivery
<b>Line Manager</b>	Service Delivery Director
<b>Salary</b>	Band E starting at £29,500 per annum
<b>Working Hours</b>	Full time, 40 hours per week Flexible working and job share will be considered
<b>Location</b>	Head Office, Exeter The first 1 month will be office based (in accordance with latest government guidance relating to COVID-19), after which, homeworking options will be available.
<b>Closing Date</b>	9am on Monday September 21 <sup>st</sup> 2020
<b>How to Apply</b>	Application forms can be downloaded from: <a href="https://braininhand.co.uk/careers/">https://braininhand.co.uk/careers/</a> Applications should be sent to <a href="mailto:recruitment@braininhand.co.uk">recruitment@braininhand.co.uk</a> for the attention of Sarah Todd, Service Delivery Director.
<b>Company Profile</b>	Brain in Hand is a dynamic and rapidly growing technology company with a mission to transform the lives of people with autism, mental health difficulties and neurological conditions using cloud-based software, high quality in-person and remote specialist support.  At Brain in Hand we are passionate about the power of technology to transform lives and services. Our Service Delivery team is responsible for ensuring that our customers have a first-class experience, and you will be joining a highly skilled and motivated team who, whilst sharing a number of core accountabilities, each have specific areas of expertise and additional responsibilities.  From their initial enquiry about our services to being established Brain in hand users. The team deals with requests for information, orders and purchases, liaises with family members and support organisations coordinating the set up and delivery of the ongoing specialist support for Brain in Hand users.
<b>Job Description</b>	This is a key role with the opportunity to help push the business to achieve outstanding results for our Service Users and clients.  The Continuous Improvement Manager's primary role is to ensure that all Key Performance Indicators (KPIs) are being set, appropriately monitored and reported on in order to effectively measure progress towards the overall company objectives – to deliver improved outcomes and high customer satisfaction - and that our processes and

	<p>systems effectively support all activity towards achieving our objectives.</p> <p>We are looking for a highly motivated, organised and focussed person to lead a new team. Our business is growing quickly so there will be significant potential for personal development and to shape our approach to Continuous Improvement.</p>
<p><b>Key tasks within the role include (but are not limited to):</b></p>	<p>Continuous Improvement of service delivery and data collection / reporting processes:</p> <ul style="list-style-type: none"> <li>• Contribute to the creation of Key Performance Indicators (KPIs), which accurately and reliably measure activity and quality of service</li> <li>• Ensure routine data is collated, analysed and understood in order to support activity in the Service Delivery department</li> <li>• Identify inefficiency in processes and systems, develop and test improvements and provide training/resources to support implementation</li> <li>• Work collaboratively to ensure appropriate processes, data and resource is in place within service delivery to support other business departments.</li> </ul> <p>Lead in representing the Service Delivery Team in Brain in Hand software development projects:</p> <ul style="list-style-type: none"> <li>• Be a source of expert knowledge on Service Delivery processes and data requirements</li> <li>• Support the creation of business cases and project specifications as well as the implementation and testing of development projects relating to Service Delivery.</li> </ul> <p>Ownership of our Customer Relationship Management (CRM) system:</p> <ul style="list-style-type: none"> <li>• Scope, test and implement new CRM processes to optimize how it is used across the business</li> <li>• Ensure the quality of data held by reviewing and cleansing data sources, proactively looking for bugs and user errors, and fixing any issues that may arise</li> <li>• Provide a helpdesk service and training for the CRM and develop process documentation, field maps and user guides to ensure best-practice use</li> <li>• Coordinate projects to ensure the CRM delivers benefit across the business and, where appropriate, lead on data migration projects.</li> </ul> <p>Development, improvement and publishing of useful reporting metrics for company-wide insight:</p>

	<ul style="list-style-type: none"> <li>• Use data and reporting to keep teams informed, and support the data needs of the business; particularly in relation to improvements in the customer / user journey and the support of clients / projects</li> <li>• Work with the Quality Assurance Manager to ensure data meets the requirements of regulatory and funding bodies and ensure we are audit ready.</li> </ul> <p>Line management Responsibility for:</p> <ul style="list-style-type: none"> <li>• Data Analyst (to be appointed)</li> <li>• Continuous Improvement Coordinator</li> <li>• Continuous Improvement Support Officer(s) (to be appointed).</li> </ul> <p><i>Please Note: As part of your probation journey you will need to learn our systems and processes for the onboarding and delivery of services to all customers.</i></p> <p>This list is not exhaustive, and other tasks and projects will emerge to suit the needs of the team and the business.</p>
<p><b>Essential Skills</b></p>	<p>A minimum of a Level 3 Diploma/BTEC qualification or at least 2 years' experience in an associated subject (e.g. business analysis, data analysis, data science, big data, CRM development, research or statistical methods, etc.)</p> <p>Experience of managing projects with multiple stakeholders and complex data requirements</p> <p>Experience of combining and manipulating large data sets; with knowledge of data analytics systems (e.g. Power BI)</p> <p>Ability to collate, analyse and interpret data to produce user-friendly reports for different stake holder groups</p> <p>Advanced skills in Excel (including Lookups, Count/CountIFs, Pivot Tables, etc.)</p> <p>A completer / finisher approach, with excellent attention to detail and ability to 'sense-check' work to ensure accuracy</p> <p>Ability to use initiative to plan, manage and prioritise your own time to meet strict deadlines</p> <p>Analytical mindset, a creative thinker and problem solver</p> <p>Awareness of how data influences systems and processes and vice versa, with experience of process modelling, adapting processes and data mapping to develop systems and integrations</p> <p>Excellent team working skills and the ability to lead and coordinate others</p> <p>Experience of working within General Data Protection Regulation (GDPR)</p> <p>A passion for improving peoples' lives.</p>

<p><b>Desirable Skills</b></p>	<p>Knowledge and experience of implementing or maintaining CRM systems (experience of Insightly an advantage)</p> <p>Commercial awareness, with a customer-focussed outlook</p> <p>Able to use a hands-on approach and lead by example</p> <p>An excellent written and verbal communication skills</p> <p>Previous team or line or task management experience, particularly with new team members or in fast-paced environments</p> <p>Confidence working with mobile technology – iOS and Android smartphones and tablet devices, internet and Wi-Fi connectivity on laptops / PCs / devices, cloud-based software, using Skype, etc.</p> <p>Some experience of working with assistive technology or an understanding of the potential AT has to change lives and to increase efficiency</p> <p>An understanding of the impact hidden impairments may have on learning, confidence and independence.</p> <p>We would welcome applications from those with previous experience:</p> <ul style="list-style-type: none"> <li>• As a business information or data analyst, or technical project manager within data-driven industries</li> <li>• Designing and implementing new CRM systems or working with databases within the NHS, Education or Social Care Sectors.</li> </ul>
<p><b>Additional Information</b></p>	<p>Whilst this is not a customer-facing role, you will be engaging with vulnerable service users and their personal information; therefore, an Enhanced DBS check will be required.</p> <p>Due to our continuing and rapid company expansion we are looking for a number of self-motivated, enthusiastic and customer-focussed people to support the engagement of our customers. Please visit <a href="https://braininhand.co.uk/careers/">https://braininhand.co.uk/careers/</a> for details of other roles being advertised within the team.</p>