**Continuous Improvement Officer**

The Continuous Improvement Officer will have responsibility for delivery of process innovation, continuous improvement initiatives and fostering a culture of sustainable change. They work with team members and business stakeholders to analyze current practices, identify opportunities for improvement, and implement process improvements as well as implement changes in workflows and structures.

**Continuous Improvement Officer Responsibilities:**

* Work with key business stakeholders and other SMEs, creating a culture of Change Champions to build a continuous improvement environment.
* Lead and facilitate process improvement-based workshops to drive ideas and solutions.
* Lead problem-solving teams investigating shortfalls, issues, and complaints in current business processes to improve operating performance.
* Take ownership of change initiatives from identification of initial need through to project delivery.
* Elicit requirements and drive process change using colleague interviews, document analysis, requirements workshops, surveys, business process descriptions, business analysis, and workflow analysis.
* Work collaboratively with colleagues and functional partners to devise new support and training materials based on revised processes.
* Provide coordination and communication for change initiatives including training, mentoring, and guiding team members in new processes.
* Actively monitor project risks to foresee/identify potential problems or change management engagement opportunities and proactively identify solutions to address in advance.
* Ensure the business impact and project objectives/dependencies are identified, reported on, and managed at all times.
* Complete post-implementation reviews to ensure successful delivery has been achieved, expected outcomes are realized and to ensure that improvements are made in future projects.
* Drive standardization of process, and implementation of metrics and best practices.
* Stay current with process optimization best practices.

**Continuous Improvement Officer Requirements:**

* A minimum of 3 years’ experience in a Continuous Process Improvement role with progressively challenging assignments.
* Bachelor’s Degree or Diploma in business administration, process management or operations. Other education or equivalent experience will be considered.
* Experience working with diverse internal stakeholders in a project delivery capacity.
* Strong root-cause analysis orientation.
* Accredited in Project Management, Business Analysis and/or Change Management or equivalent recognized certifications.
* Excellent understanding of continuous improvement concepts including value stream mapping, customer journey mapping, process documentation, etc.
* Ability to set up, facilitate and lead service improvement workshops with a range of business stakeholders and SMEs.
* Experience with designing remediation plans to address productivity and efficiency issues, with a track record of following through to ensure closure.
* Project Management and Business Analysis experience.
* Experience capturing functional and non-functional requirements.
* A sharp eye for identifying weak points in processes and organizational structures.
* Dynamic thinking and problem-solving abilities.
* Training experience, including the development of training plans, training materials and execution of training.
* Organizational Change Management experience.
* Experience working with external partners, ideally including working with a Business Process Outsourcing (BPO) vendor.
* People leadership experience.
* Excellent verbal, written and interpersonal communication skills.
* Self-motivated with an ability to multitask and successfully operate in a fast-paced environment.
* Strong facilitation skills.
* Strong attention to detail.
* Experience working with enterprise Business Process Modelling tools.
* Experience with collaboration tools (e.g., Smartsheet, JIRA, Azure DevOps, etc.).
* Strong Microsoft Office skills (Visio, Teams, PowerPoint and Excel in particular).