



Homes  
England

## Senior Manager Continuous Improvement

Directorate	Chief Operating Office
Team	Control Environment, Delivery Enabling Services (DES)
Reports to	Head of Delivery Control Frameworks
Direct Reports	Up to 2 Managers

### Job purpose

Homes England is undertaking an extensive programme of change; to ensure that we are evolving to be best placed to support the Government's target of 1.5 million new homes alongside expanding our mission to deliver thriving places. As part of this evolution, our Organisational Blueprint programme is focussed on ensuring we have the right foundations, processes and structures to do this - with a key element of the new target operating model being the 'Enterprise Operations Hub' (EOH) which will be charged with embedding consistency across operational delivery activities.

Although the discovery and design phase of work for the EOH is ongoing, Continuous Improvement (CI) has already been identified as a key capability that will be delivered from within the EOH. Therefore, with specialist support we have been designing, developing and testing a new Agency wide CI framework which will be used to optimise delivery and processes. These roles will be responsible for taking on the initial oversight, coordination and operation of CI activity across the Agency as the transition from set-up to business-as-usual takes place.

The successful candidates, supported by the Head of Team and Assistant Director, will be expected to embed, grow and organically improve the Agency's CI service and culture taking into account strategic change activities and delivery priorities.

### Key relationships

The post holders will be expected to work collaboratively with colleagues from all directorates and functions across the Agency to support the identification, development and implementation of improvement initiatives.

The individuals will lead relationships with key stakeholders from the Enterprise Portfolio Management Office (EPMO), Digital and Risk in relation to ensuring appropriate oversight and escalation of defined 'small change' projects and ways of working.

### Key accountabilities and responsibilities

- Working with the Head of Team provide effective oversight, prioritisation and coordination of the Agency's Continuous Improvement portfolio, implementing and operating the CI framework in a robust and consistent manner taking account of client need.
- Driving improvements to the CI culture by being an ambassador for the function; developing and

implementing an effective CI communication strategy that maximises opportunities to share success stories and generate initiatives, including preparation and delivery of presentations to group of differing sizes and seniority to raise awareness and influence CI mindset.

- Use advanced communication and influencing skills to engage with colleagues of all grades across Agency directorates and functions to elicit an understanding of business areas and change maturity, gain buy-in to the CI agenda and ensure alignment with strategic vision and objectives.
- Leading the delivery of CI initiatives either by direct involvement and support where necessary and/or appropriate, or by utilising networks to leverage strong working relationships and hold colleagues to account on progress and outcomes; thus owning the CI agenda and driving forward operational change.
- Establish and maintain excellent working relationships with key stakeholders in the Enterprise Portfolio Management Office, Digital and Risk to meet regularly, review the small change portfolio, identify cross-dependencies and feed into strategic change programmes, and escalate and unblock issues.
- Produce and deliver to senior management high quality reports and outputs in relation to the work of the CI function. This will include portfolio activity and benefits reports which will be seen as a trusted source to inform operational and strategic change priorities.
- Be seen as CI subject matter expert for the Agency; acting as the go-to person for information and advice, and providing training and support to colleagues across the Agency on the CI framework and underpinning tools, techniques and ways of working.
- Provide effective line management support for direct reports, ensuring appropriate performance management processes and policies are successfully implemented. Encouraging learning and development, whilst meeting performance targets.

Homes England Employees are expected to be flexible in undertaking duties and responsibilities commensurate with the general character of the role and level of responsibility.

## Key skills, knowledge and experience

### Essential:

- Significant experience in working as part of multi-disciplinary teams, delivering continuous improvement initiatives.
- Exceptional engagement, relationship management and influencing skills and the ability to work collaboratively with a range of stakeholders – selling the CI culture and success stories.
- A positive, enquiring and learning “can-do” mindset to see beyond problems and ensure that improvement initiatives are critiqued and effectively delivered at pace.
- Relevant degree or professional qualification in related subject (e.g. business management, change management, operations management, process improvement), or demonstratable equivalent experience.

## Values and key behaviours

Homes England colleagues are expected to be flexible in undertaking duties and responsibilities commensurate with the general character of the role and level of responsibility.



**Respectful**  
As the core principle,  
this runs through  
all our values and  
behaviours



**Impactful**  
We combine our  
**commercial expertise**  
**with social purpose** to  
deliver value for  
money and maximise  
our positive impact



**Accountable**  
We are **empowered to**  
**lead by example**, take  
responsibility for our  
actions and speak up  
for what's right



**Innovative**  
We are bold, creative  
**thinkers** who embrace  
change, never stop  
learning and always  
look for a better way  
to do things



**Inclusive**  
We recognise and  
**value everyone as**  
**individuals** and draw  
strength from our  
differences



**Collaborative**  
We share information,  
align priorities, and use  
**our collective**  
**knowledge and**  
**experience** to achieve  
great results