

It starts with community

The National Lottery Fund
Role Profile



Process Improvement Lead

Directorate: Communications, Impact and Influence

Department: Evidence & Impact

Role/Competency level: Level 4

Reports to: Deputy Director of Impact



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Role purpose

This leadership role is part of our Evidence and Impact team. We aim to provide an integrated insight, evidence and impact service operating across the Fund that supports communities, stakeholders and colleagues.

As our Process Improvement Lead you will have a crucial role to play in developing the Evidence and Impact team so that we deliver our purpose. You'll set direction for our teams, ensure we have high quality services for all of our users and build a high performing and supportive culture.

You'll lead the development of processes and ways of working to enable our cross-UK evidence and impact service. By developing our people and supporting all teams you'll help grow a culture of continuous improvement that engages our people and helps us to offer an excellent customer experience in all parts of our organisation.

You'll play a leading role in developing a 'One Fund' culture for our evidence and impact team, by facilitating the design of end to end processes to manage and prioritise analytical work and fulfil requests. You'll help all managers in our function to use these processes and apply a continuous improvement mindset. You'll also work closely with other departments within the Fund, especially in portfolio teams, as you identify common priorities for improvement and represent evidence and impact on major projects.

As well as introducing a culture of continuous improvement to the team, you'll also bring specific methodologies to bear that help us solve problems and build a stronger service. You will regularly assemble cross-team improvement groups to undertake root cause analysis, gather user experience and design new processes. You'll apply methods such as lean, systems thinking or Kata (for example) to help our team to design effective processes. Implementation and adoption of these processes in practice (and the benefits that brings) will be as important to you in this role as the design.



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Key responsibilities

- Develop, lead and manage a programme of continuous improvement for the Evidence and Impact function that facilitates a common and consistent evidence service in all five funding portfolios.
- Embed a continuous improvement culture across Evidence and Impact by training, supporting and coaching colleagues at all levels.
- Represent the requirements of the Evidence and Impact team in wider Community Fund projects.
- Act as a role model for continuous improvement in the Community Fund by building effective cross-Fund processes and ways of working.
- Lead our work to build transparent and open cross-team processes for assessing, prioritising, commissioning and fulfilling new requests for analysis.
- Accountable for working with the Evidence and Impact management group to set annual improvement goals for our team relating to the quality, cost and timeliness of our service.
- Support the Evidence and Impact management team to assess our performance against the Government Functional Standard for Analysis and continuously build our maturity and practice¹.
- Apply methods such as lean, systems thinking or Kata to help our team to design effective processes.
- Deputise for the Deputy Director of Impact as required.



¹ [Continuous improvement: assessment against standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/continuous-improvement-assessment-against-standards)

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Knowledge, skills and experience

As a leader, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field. Either way, you'll need to demonstrate your experience and qualifications in these areas

- Strong knowledge of business improvement methodologies such as lean six sigma, Kata or systems thinking/analysis.
- Demonstrable experience of leading service or enabling functions to improve their processes, with measurable results.
- Excellent facilitation skills and the ability to lead multi-disciplinary teams to break down problems and understand root causes.
- Strong knowledge of project management principles and the interaction between PMO requirements and continuous improvement.
- Ability to communicate effectively across all levels of the business.
- Ability to understand and breakdown complex issues and communicate to a variety of stakeholders.
- A willingness to understand the external standards for the work of the Evidence and



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Role competencies: Level 4

- **Strategic direction**
Leads the implementation of strategy, creating high engagement and performance.
- **Leading our culture**
Generates a supportive work environment that is actively sensitive to colleague well-being.
- **Working together**
Enables teams to implement strategy and support a collaborative and inclusive working environment.
- **Delivering quality results**
Leads teams to achieve Key Performance Indicators (KPI) and ensure delivery of Corporate and Directorate Plans.
- **Diligence and control**
Performs duties in line with set expectations and policy and/or regulatory considerations.
- **Developing self and other**
Recognises and harnesses creativity and innovation to improve services and supports development of self and others.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.