

Business Improvement Lead

➤ Strategic Planning & Business Change > Business Improvement

What's it all about

You are accountable for enhancing organisational efficiency and effectiveness by analysing current processes, identifying improvement opportunities, and implementing strategies that deliver measurable benefits. Working closely with senior leaders and cross-functional teams, you will help shape a culture of continuous improvement across NHG.

How you'll make a difference

- A strategic thinker and inclusive collaborator who thrives on solving complex business problems that make a difference.
- Using a data driven approach and working with stakeholders, identifying inefficiencies and opportunities for improvement
- Solving complex business problems by finding creative and innovative solutions that will get results.
- Driving improvements that reduce costs, improve customer experience, and optimize operational performance.
- Support NHG's transformation agenda by embedding best practice methodologies such as Lean and Six Sigma.
- Enable evidence-based decision-making through robust analysis and clear recommendations.

How you'll do it

- Work with key stakeholders to analyse existing business processes and identify areas for improvement using data-driven insights.
- Understand the impact of change and how best to support the business in making the change.
- Sourcing, analysing and interpreting data into meaningful insights to inform decision making.
- Develop and implement strategies to improve performance, productivity and profitability.

- Collaborate with stakeholders to ensure changes align with organisational goals and deliver sustainable benefits.
- Monitor and report on the impact of improvement initiatives, adjusting approaches as needed.
- Collaborate with Business Architects to identify improvements in the Target Operating Model and how business improvement can make a difference
- Facilitate workshops and training sessions to embed continuous improvement practices.
- Coach business change teams to adopt best practice and standards; evolve methods, templates and playbooks for consistent delivery.
- Hybrid working - at least three days a week in our main office.

All about you

Behaviours for success

- **Compassionate** – Understands the impact of change on colleagues and customers and ensures plans factor this in.
- **Progressive** – Embraces and drives innovation and new ways of working that deliver results.
- **Dependable** – Deliver accurate analysis and reliable recommendations that deliver the promised value.
- **Inclusive** – Creates a growth mindset environment, working collaboratively across teams and functions.
- **Empowered** – Confident in challenging the status quo and driving positive change.

This role is at **colleague** level. You will work as part of the Business Improvement team, reporting to the Head of Business Improvement.

Essential knowledge, experience and skills including qualifications and professional membership

- You are educated to degree level
- You have significant experience (5+ years) gained shaping and delivering business improvement and continuous improvement programme of work, with proven results, within a large complex organisation.
- You have strong analytical skills and experience to assess existing processes, interpret data-driven insights, and develop evidence-based recommendations that drive measurable business improvements
- You are skilled in options analysis and benefits logic; able to balance value, cost, risk and time-to-benefit.
- You are commercially astute
- You have strong knowledge and experience of getting buy in and leadership accountability for business improvement initiatives and continuous improvement.
- You have strong stakeholder management, credible with senior leaders, and collaborative across all areas of the business.
- You have strong relationship building, influence and persuasion, planning and organisational skills.
- Excellent written and visual communication; able to build cases for change and manage resistance.
- Certification or equivalent training in Business Improvement (e.g. Lean, Six Sigma, Kaizen), Business Analysis (e.g. BCS/IIBA), or Change Management (e.g. ADKAR), with additional delivery-focused qualifications such as Agile or PRINCE2 considered advantageous