

# Head of Business Improvement

## ➤ Strategic Planning & Transformation > Business Improvement

### What's it all about

You are accountable for creating and driving the business improvement agenda across the organisation, driving a culture of continuous improvement initiatives that deliver measurable benefits. You will oversee a team responsible for identifying opportunities to solve business problems that support the delivery of NHG's operational priorities and improved customer outcomes.

### How you'll make a difference

You'll make a difference by setting the strategic direction for business improvement and driving initiatives that deliver measurable value across NHG. By using data-driven insight, strong collaboration, and proven improvement methodologies, you'll help solve complex problems, enhance customer and colleague experiences, and build the organisation's capability to continuously improve.

### How you'll do it

- Setting the strategic vision and direction for business improvement across NHG, ensuring clear alignment with corporate strategy and transformation priorities.
- Developing and maintaining a prioritised pipeline of business and continuous improvement initiatives, enabling NHG to focus effort where value is greatest.
- Lead the development of NHG's business and continuous improvement framework, ensuring consistent application across directorates using best-practice methodologies e.g. Lean, Six Sigma, ensuring that this is aligned to the future operating model.
- 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 improvements.

- 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.
- Enable evidence-based decision-making through robust analysis and clear recommendations.
- Lead a team of Business Improvement Leads who model the way and engage effectively with key stakeholders, increasing the organisational maturity around continuous improvement over time.
- Hybrid working – two to 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** – Champions innovation, new ways of working, and intelligent use of technology and data.
- **Dependable** – Deliver accurate analysis and reliable recommendations that deliver the promised value.
- **Inclusive** – Builds collaboration across teams, removes silos, and enables diverse voices to influence solutions
- **Empowered** – Confident in challenging the status quo and driving positive change.

This role is at Head of Service level. You will lead the Business Improvement team, reporting to the Strategic Planning and Transformation Director.

#### Essential knowledge, experience and skills including qualifications and professional membership

- You are educated to degree level



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- You have significant experience (5+ years) gained at senior management or Head-of-Service level leading business improvement, operational excellence, continuous improvement, or transformation functions within a large, complex organisation.
- You have a proven track record of leading teams that deliver measurable improvements through methodologies such as Lean, Six Sigma, Kaizen or similar.
- You are skilled in options analysis and benefits logic; able to balance value, cost, risk and time-to-benefit used to guide senior decisions.
- You are commercially astute
- You have a deep understanding of organisational change, business readiness, and adoption challenges.
- 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 articulate compelling cases for change and manage resistance effectively..
- 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