Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15682</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Senior Business Performance Improvement Consultant</td>
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<tr>
<td>Reports to:</td>
<td>Manager, Business Performance Improvement Team</td>
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<tr>
<td>Salary:</td>
<td>£40,792 - £48,677 depending on knowledge and experience</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours, Monday to Friday</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes, MK7 6AA</td>
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<tr>
<td>Closing date:</td>
<td>5pm - 28 February 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard version, CV and covering letter detailing how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Rae.Savill@open.ac.uk">Rae.Savill@open.ac.uk</a></td>
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</table>
2. Summary of duties

The Senior Business Performance Improvement Consultant plays a key role in building the capability of the Open University to deliver change and improvement effectively. It is an exciting, varied role, helping to shape important decisions at all levels and requiring close working with teams across the University. And it’s the perfect time to join us because the need for the organisation to be able to adapt successfully, with pace and focus, is greater than ever.

We are recruiting a Senior Business Performance Improvement Consultant who is responsible for the leadership of high value strategic business change and review programmes across the University, working across the University to investigate, facilitate, document and drive the changes required to define and be part of the implementation project team to deliver the business change aspects of identified programmes to ensure that the programmes “make the right change, and make the change right”.

The ideal candidate will have great relationship-building and communication skills, and be creative, pragmatic and unafraid to challenge the status quo. They will be experienced in defining and analysing business activity in complex environments and building change capability in others through direct modelling of good change practice. They are expected to lead by example by taking a hands-on approach to implementation of agreed change. Plus, they will be excited about - and motivated by - the Open University’s mission and the opportunity to play a key part in making it happen.

The Senior Business Performance Improvement Consultant will work closely with stakeholders, customers and wider subject matter experts across the Open University to drive real and rapid improvements that build on the great work accomplished to date.

As a Senior Business Performance Improvement Consultant with a given assignment, you will be expected:

- To grasp quickly the programme purpose and the work completed to date including where the next areas of challenge lie.
- To work with the business change programme Leads and a multi-skilled programme team to understand and take action as per the leadership’s direction, change strategy and implementation plans.
- To work as a member of a programme team and the Business Performance Improvement Team and the projects allocated within the programme, consulting unit managers, subject matter experts and business stakeholders, in order to follow through on the tasks allocated, in order to drive out project opportunities identified for growth, efficiency and improved effectiveness thus helping to realise the benefits of the CSR Programme.
- To investigate, participate in and facilitate points of discussion whilst providing constant drive to deliver change beyond its initial scope through to actual outcomes and benefits.
- To take necessary action to deliver the benefits of agreed change across the business layers of the University Operating Model: Policy, Process, People, Assets, Accountability and Monitoring, working closely with other team members such as those delivering IT enablers and those delivering briefings and training to respective units impacted by the change.
- To collect an evidence base for costs and benefits, providing qualitative and quantitative bases for decisions.
- To analyse and quantify the detailed costs and benefits of actioned improvements in terms of staff, budgetary and other resources as implementation progresses.
- Where investigation reveals a need for Leadership decisions, to use the formal RAID and change control processes to instigate review of scope and risk mitigation plans.
- To share knowledge with all team members through well presented assets to the standards of the Business Performance Improvement Team, be they high quality written reports, presentations, spreadsheets and/or visuals.
Through the work above, to be a great ambassador for the Business Performance Improvement team and its work, communicating with and engaging with University Colleagues, building our culture of continuous improvement and ongoing institutional memory of accomplishments to date and lessons learned.

3. Person specification

Requirements (E = Essential/ D = Desirable)

Education, qualifications and training

Degree or professional equivalent, ideally in a business management subject.

Knowledge, work and other relevant experience

Essential:
- Experience of identifying and helping to deliver business change in a large, complex organisation.
- Experience of leading, motivating and managing a team.
- Proven accomplishment in a variety of investigation approaches including the use of visual analysis techniques.
- Proven accomplishment in significant qualitative and quantitative data analysis together with the ability to convey complex subject matter to suit differing stakeholder needs.
- Proven knowledge of techniques for requirements definition and process analysis.

Desirable:
- Formal business improvement tools and techniques such as six-sigma, lean, systems thinking, agile delivery methods.

Personal abilities and qualities

Essential:
- A sound understanding of and a commitment to equal opportunities and diversity
- A consummate team player, able to accept compromise solutions and work closely with all colleagues to arrive at success.
- Pragmatic at all times, able to spot and document assumptions and begin work without waiting for all questions to be answered.

Desirable:
- N/A

4. Role specific requirements e.g. Shift working

N/A
5. About the unit/department

The Business Performance Improvement (BPI) Team is part of the CIO Portfolio. The BPI team act as a consultancy to the University offering improvement services in terms of reviews, redesign, and change analysis. The work of the team is allocated by the University Secretary. Major projects for the team are the CSR, Apprenticeships programme and the Business Performance Improvement work for the forthcoming year.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact David Roberts or email: david.w.roberts@open.ac.uk

If you have any questions regarding the application process please contact Rae.Savill@open.ac.uk

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: 5pm – Thursday 28 February 2019 – 5:00pm

E-mail your application to: Resourcing-Hub@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: David W Roberts, Manager, Business Performance Improvement

The other members of the interview panel will be: AnneMarie De Cesare - Senior Business Improvement Consultant
Maya Cowin - Senior Business Improvement Consultant

The interviews will take place on: Friday 8 March 2019 and Monday 11 March 2019

The selection process for this post will include: Interview only

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates. Applications received after the closing date will not be accepted.