



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Process Improvement Facilitator, Student Education Service Programme



Salary: Grade 7 (£32,548- £38,833p.a.)

Reference: SESPT1046

Fixed-term for 3 years

Process Improvement Facilitator

Student Education Service Programme

Are you an effective communicator, motivator and influencer, with experience of process improvement methodologies, problem solving and root cause analysis? Do you want to play a key role in driving forward change and embedding a culture of continuous improvement within the Student Education Service?

The Student Education Services (SES) is a University-wide professional service which underpins learning and teaching and plays an important role in ensuring that students enjoy the best possible experience at Leeds and are prepared for success in their future careers. This is an exciting and dynamic role reporting to the Head of Process Improvement, with a remit to support the change programme for the service.

You will be involved in a university-wide transformation programme with initiatives that are complex, multi-faceted, and involve significant organisational and behavioural change. You will help embed a culture of process improvement within the service, empowering and enabling colleagues across the University to think creatively and improve the way we work through simplifying our processes. You will develop and deliver instruction on the use of process improvement tools to help build capability within the service whilst working with process improvement analysts to organise, evaluate, plan and implement improvements events.

What does the role entail?

As a Process Improvement Facilitator your main duties will include:

- Designing, planning and leading process improvement events;
- Designing and delivering process improvement skills training;
- Creating, delivering, evaluating and continuously improving high quality training resources;
- Developing process improvement event charters with input from relevant stakeholders;
- Supporting and guiding staff through change processes;
- Co-ordinating and supporting stakeholder engagement events and activities, ensuring they are recorded and evaluated;



- Developing a consistent approach to process improvement across the University;
- Working in partnership with the relevant service areas to identify and overcome process issues;
- Supporting business process leads in the communication and consultation required with all relevant stakeholders.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Process Improvement Facilitator you will have:

- Experience of process improvement methodologies, problem-solving, root cause analysis and waste reducing tools, processes and concepts;
- Experience of planning, managing and facilitating workshops and focus groups;
- Experience of designing and delivering a programme of process improvement skills training;
- Experience of coaching and developing staff;
- Experience of developing and maintaining networks;
- Effective communication and influencing skills, both verbal and written;
- Ability to analyse data and make recommendations based on findings;
- Experience of using judgment and initiative to resolve issues;
- Ability to motivate and inspire, maintain progress and drive initiatives to conclusion;
- Knowledge and experience of Microsoft Office tools;
- Ability to work independently towards agreed goals, with a high degree of professional integrity and trustworthiness;
- Excellent organisational and planning skills.

You may also have:

- Professional process management qualifications such as Six Sigma, Lean or equivalent business analysis qualifications;
- Practical experience of using Excel or other data analysis tools such as Minitab;



- Practical experience of using Visio, Lucid-chart or other process mapping systems.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Paula Dunn, Head of Process Improvement

Tel: +44 (0)113 343 0292

Email: p.dunn@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.



Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

