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University of Sunderland

## Role Profile

### Part 1

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#### Type Job Title here

Job Title:	CI Manager
Reference No:	
Reports to:	David Balme
Responsible For:	Implementation and Delivery of Continuous Improvement Across the University
Grade:	F
Working Hours:	1FTE
Faculty/Service:	Continuous Improvement, Change and Compliance
Location:	Edinburgh Building
Main Purpose of Role:	You will be responsible for the introduction of Continuous Improvement across the business. More specifically you will be responsible for leading a small team working across the University to identify, oversee and deliver CI activity to its fullest extent.

#### Key Responsibilities and Accountabilities:

##### **Continual Improvement – Management and oversight of the University's approach to Continual Improvement by:**

- Develop the University's Continuous Improvement framework ensuring that appropriate processes, procedures and standards are established and introduced across the business.
- To deliver activity which results in fundamental improvements to the way of working across the University.
- To facilitate and enable the realisation of cross university savings (including efficiency and productivity) over and above the cost of the Continuous Improvement service area.
- Planning, overseeing, monitoring and delivery of Continuous Improvement activity ensuring it meets expected quality standards and agreed delivery targets.
- Drafting and reviewing management reports and detailed action plans, ensuring timely issue as well as high levels of accuracy and attention to detail.
- Delivery of Process Improvement activity

##### **Overarching**

- To provide leadership, management, development and direction to all directly reporting staff including performance management, planning and prioritising, quality assuring and the assignment of work, conducting 1-2-1, appraisals etc.
- To contribute to and undertake duties as part of the service senior management team.
- To hold responsibility for the day to day operation of the areas noted above.
- To support the Director of CICC in the delivery of all service areas of

	<p>operation.</p> <ul style="list-style-type: none"><li>• Developing and maintaining effective professional relationships with stakeholders, both internal and external, and managing expectations through regular communications.</li></ul>
<b>Special Circumstances</b>	<b>None</b>

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## Role Profile

### Part 2

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#### Part 2A: Essential and Desirable Criteria

##### ***Essential***

###### **Qualifications and Professional Memberships:**

- Educated to Degree level or equivalent
- Possess significant experience within an Audit and / or Continuous Improvement area.

###### **Knowledge and Experience:**

- Experience and knowledge of delivering Continuous Improvement across a complex business.
- An ability to deal with competing demands and conflicts.
- Ability to engage with individuals from within and external to the service and 'bring them on-board' with whatever activity is being delivered.
- Highly developed IT skills (specifically related to Microsoft Office).
- The ability to deliver at a high level to senior committees and colleagues.
- Experience of working with staff from across the business and at all levels.
- Experience of dealing with tight timelines and periods of highly pressurised delivery.
- Experience of managing and developing a team

##### ***Desirable***

###### **Qualifications and Professional Memberships:**

- Lean Six Sigma or Equivalent
- Recognised Post Graduate Management Qualification

###### **Knowledge and Experience:**

- The ability to write and deliver training and technical updates.
- Knowledge of and experience within the Higher Education Sector