

Continuous Improvement (CI) Lead

Salary: £45,264 - £49,143 per annum (Grade 10)

Contract type: Full-time (36.5 hours per week), Permanent

The challenge

At WJEC, we contribute to our education communities by providing trusted qualifications and specialist support, to allow our learners the opportunity to reach their full potential. This is a fantastic opportunity to be part of an organisation that both encourages and enhances the minds of tomorrow.

The role

Reporting to the Continuous Improvement Manager, the postholder will drive WJEC's CI programme. They'll be responsible for the coaching and development of internal CI Champions, inspiring them in their pursuit of operational excellence. Using a creative mindset and knowledge of CI Practices, the successful candidate will support the organisation embrace CI; embedding alternative ways of working, with good awareness of interdepartmental dependencies. In addition, they'll be given the opportunity to identify and lead on corporate projects, using digital solutions and process refinements to improve organisational capacity and team resilience.

About you

To thrive in this role, alongside a good understanding of the tools of operational excellence and continuous improvement methodologies, you will be confident with data analysis and IT. You will be an excellent communicator with an ability to influence and manage stakeholder expectations. Whilst not essential, a demonstrable understanding of the diversity of processes across a regulated or educational organisation such as WJEC, would be beneficial.

Benefits

At WJEC, we pride ourselves in being an inclusive and supportive place to work. We also offer a range of excellent benefits including: 25 days annual leave per year (in addition to 16 statutory / additional holidays), free Welsh lessons, a competitive pension scheme and numerous family friendly policies. A career with WJEC can be extremely rewarding and you will be encouraged throughout with great opportunities to develop your professional and personal skills.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact our HR team (HR@wjec.co.uk), who will be more than happy to help.

Please visit [our website](#) to download a copy of the job description and application form.

Closing date: 23:59; Sunday 18 May 2025

Interviews are expected to take place on Wednesday 04 June 2025



245 Western Avenue, Cardiff CF5, 2YX
 Tel 029 2026 5002 / 5189 / 5015
 www.wjec.co.uk

JOB DESCRIPTION	
Job title	Continuous Improvement (CI) Lead
Department:	Operations Directorate
Section:	Operational Excellence
Responsible to:	Continuous Improvement (CI) Manager
Grade:	10
Location:	Western Avenue / Treforest as required
Main purpose of Job:	

The Continuous Improvement (CI) Lead will work within the Operations directorate to support the organisation in achieving its strategic objectives. This role will lead the CI programme across the business by embedding operational excellence principles across processes whilst working alongside the CI champions. The postholder will drive efficiencies across end-to-end operational processes. They will help devise, integrate, and develop new ways of working underpinning a CI mindset, whilst enabling teams to deliver on their defined KPIs. The role will help the business transition towards a tiered accountability approach, ensuring all areas are working towards achieving the strategic goals of the organisation.

Stakeholder management and engagement are key elements of the role. The postholder will be required to work closely with stakeholders across all levels of the business to build robust operational capabilities across teams, departments and individuals. This role will be the first point of contact for the CI champions whilst also managing working relationships with external suppliers. The role will actively work with key representatives from the business to embed structured problem-solving methodologies and sustainable CI practices. The role will support the CI Manager in effective running of the CI governance group and produce regular progress reports for presentation to various senior management groups on a periodic basis.

Principal Duties and Responsibilities:

The focus of the role is to drive efficiencies and effectiveness across the services offered by WJEC by creating a programme of improvements aligned with our strategic objectives. This role will play a fundamental part in supporting the organisation in creation of a high-performing culture leading to agile and innovative approaches to ultimately deliver our customer needs. As part of this lead role, the post holder will:

Some key responsibilities:**Creativity and Innovation:**

- Work across the business to develop digital solutions to improve process efficiencies and generate data for valuable insights.
- Develop departmental KPIs, dashboards and control functions for effective performance monitoring across processes.
- Design and lead specific training sessions, workshops and working groups across different business functions.
- Create and maintain a consistent repository of CI toolkits, templates and project artefacts for wider business use and training.
- Provide bespoke advice, guidance and support for the CI champions in progression of their projects.
- Integrate CI tools and methodologies using case studies to create a learning/induction module for all staff.

Delivery of CI activity:

- Manage and track projects across the organisation using a structured stage gate approach to ensure timely delivery and ROI.
- Manage all existing CI incoming channels and maintain a centralised management information system for clear tracking and visibility.
- Ensure data is used to support decision making, and that all CI activities are documented, measured with metrics closely monitored.
- Work closely with the IT and Change Groups to raise system-based change requests. Provide business case and CI reports when raising requests.
- Work with business to develop procedures, work instructions and create process handovers. Make policy change recommendations to senior management groups where applicable.
- Work with CI Manager to deploy effective project governance structures to ensure better engagement and accountability with relevant sponsors and stakeholders.

Build effective working relationships:

- Work alongside CI Manager to triage projects to ensure it meets the required criterion aligned with strategy.
- Winning engagement from senior managers and various stakeholder groups to seek sponsorship and support for CI projects.
- Support teams and directorates to develop team focused KPIs, improvement dashboards and control functions.
- Work with Finance to validate both baseline and end-state financial performance of improvement activities.
- Create periodic progress reports to various management groups based on key KPIs and metrics.
- Partner with Learning and Development (L&D) teams to deliver joined up skill development activities, career events, leadership conferences and other annual events.
- Work with the internal communications team to capture success stories on ongoing CI events, programmes and projects. Devise creative ways to ensure maximum engagement.
- Work with external accreditation bodies and suppliers for delivering training and upskilling opportunities for colleagues.
- Act as a CI mentor to wider staff across the business.

Other

- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To undertake other duties, as required, which are commensurate with the grade of the post

Person Specification

Job title:	Continuous Improvement (CI) Lead
Department:	Continuous Improvement (Operational Excellence)

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have.
Desirable criteria are those which would add value to the job if present and include potential for growth and development into the role.

Skills and Abilities

Highly desirable:

- Excellent data collection and analysis skills, with proficiency in a range of IT programmes to analyse and present data.
- Proficient in IT, including but not limited to Excel, Power Automate and Power BI.
- Critical thinking skills, with an ability to accurately analyse a range of information, to inform business decisions.
- Excellent communication and listening skills, including the ability to advocate for change.
- Strong networking skills with an aptitude for stakeholder engagement and influence.
- Highly organized, with the ability manage a busy project portfolio to timelines, whilst managing various expectations from stakeholders.

Desirable:

- Ability to influence change in people, processes and systems.
- Act as a change agent to instill a Continuous Improvement (CI) culture across the business.
- Confident in design, support and delivery of training courses.
- Act as coach/mentor to support employees who are new on the change journey.
- Welsh Language skills

Knowledge

Highly desirable:

- Knowledge of project management practices required to manage and support a project lifecycle.
- A high level of understanding of continuous improvement tools and techniques.

Desirable:

- Knowledge of daily management and tiered accountability methodologies
- Knowledge of quality management principles and their application.
- Financial management and analysis.

Experience

Highly desirable:

- Practical experience of driving Continuous Improvement (CI) practices to deliver efficiencies and implement opportunities for process simplification.
- Experience in facilitating business improvement processes cross functionally, with the ability to understand process requirements and conduct scoping exercises with stakeholders.
- Relevant experience of process design and process standardisation.

Desirable:

- Project management experience.
- Experience of using data analysis applications (such as Minitab or similar statistical packages).
- Experience of working in a mature Continuous Improvement (CI) environment/culture.

Training / Qualifications

Highly desirable:

- Lean or Six Sigma methodologies qualification.

Desirable:

- Bachelor's degree or an equivalent combination of education, experience and/or certifications.
- Agile Project Management or Change Management methodologies.

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd/ Job Title:	Arweinydd Gwelliant Parhaus (GP) / Continuous Improvement (CI) Lead		
Cyflog/ Salary:	£45,264 - £49,143 y flwyddyn/ per annum	Gradd/ Grade:	10
Gwyliau Blynnyddol/ Annual Leave:	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd. 25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays.		
Pensiwn/ Pension:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol. The provision of the Local Government Superannuation Act apply.		
Math o Gytundeb:		Contract Type:	
<input checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term		Nifer yr oriau'r wythnos/ No. of hrs per week Diwedd y Tymor/ End of Term Diwedd y Tymor/ End of Term Nifer yr oriau'r wythnos/ No. of hrs per week	
Dull Ymgeisio:		Method of Application:	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59, dydd Sul 18 Mai 2025.</p> <p>Completed forms should be sent by email to hr@wjec.co.uk by 23:59, Sunday 18 May 2025.</p>			