

Continuous Improvement Lead (Operations & Sales)

Job Description

Job Title: Continuous Improvement Lead (Operations & Sales)

Department: Data

Reports To: Head of Business Operations

Location: Head Office, Tobermore

Job Summary:

Reporting to the Head of Business Operations, this role will review processes across Operations and Sales to identify inefficiencies, lead improvement projects and deliver measurable gains in productivity, service, quality and cost performance. Working closely with departmental leaders and in alignment with Continuous Improvement Lead (Production), the successful candidate will drive sustainable change through process redesign, data-led decision making, effective project delivery and the promotion of a continuous improvement culture across the business.

Responsibilities:

The following list constitutes the key tasks and duties of your post upon which your job performance will be assessed. Tasks are not in any particular order, therefore the sequence which they appear should not be interpreted as indicating priority or relative importance.

Duties will include:

- Review end-to-end processes across Operations and Sales to identify inefficiencies, waste, bottlenecks and opportunities for improvement.
- Engage with departmental stakeholders to understand current ways of working, operational challenges and desired future processes.
- Facilitate workshops, observations and process mapping sessions to capture and redesign business processes.
- Develop and maintain clear process documentation, standard operating procedures and improvement records.
- Build and manage a prioritised pipeline of continuous improvement initiatives aligned to business goals.
- Lead cross-functional improvement projects from concept through to implementation, embedding sustainable change.
- Use data and performance metrics to quantify issues, support decision-making and measure benefits delivered.
- Identify opportunities to improve productivity, service levels, quality, customer experience and cost performance.
- Assess and recommend digital tools, automation solutions and system enhancements that support operational efficiency.
- Work closely with IT and Data Team to ensure proposed solutions are practical, secure and aligned to company standards.
- Support change management activities to maximise colleague engagement, adoption and long-term success of improvements.

- Coach managers and teams in structured problem solving, root cause analysis and continuous improvement techniques.
- Promote a culture of continuous improvement by encouraging ideas, ownership and accountability at all levels.
- Track project progress, risks, savings and outcomes, providing regular updates to senior leadership.
- Collaborate closely with the Head of Business Operations and the Continuous Improvement Lead (Production) to coordinate priorities and share best practice.
- Ensure all improvement activity complies with company policies, health and safety standards, data protection requirements and budget expectations.
- Contribute to departmental and company objectives through delivery of measurable operational improvements.
- Treat sales, costs, and personnel information in a private and confidential manner.
- Demonstrate the company values (H.E.A.R.T) in every task and colleague/customer interaction daily.
- Attend monthly 1-1 meetings with Head of Business Operations.
- Comply with GDPR legislation.
- Undertake additional duties within the scope of the role as reasonably required.

This job description is not exhaustive and serves only to highlight the main requirement of the post holder. The job description will be reviewed regularly and may be subject to change.

Employee Signature	
Date	
Manager Signature	
Date	

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Person Specification

	Essential Criteria	Desirable Criteria
Qualifications	5 GCSE's including English & Maths A – C or equivalent	- Third level qualification in a business or related discipline - Relevant Lean / Continuous Improvement qualification (e.g., Lean Six Sigma Green Belt minimum) - Project management qualification
Experience	2+ years working in a busy office environment - Experience in leading continuous improvement initiatives within a business environment.	- Experience in project management. - Proficient in using data analysis tools (e.g., Excel, Power BI or similar). - Experience building CI capability across teams (e.g., coaching, training others). - Strong knowledge of Lean, Six Sigma and other continuous improvement methodologies. - Knowledge/Experience of improvement tools such as automation, digital transformation, or process mapping tools.
Knowledge, Skills & Competencies	- Strong analytical skills and the ability to interpret data sets into actionable insights. - Solution focused. - Ability to manage multiple projects and priorities simultaneously. - Strong facilitation, coaching, and influencing skills. - Results-driven with a focus on delivering tangible outcomes. - Proactive and self-motivated with a continuous learning mindset. - Change leadership and stakeholder engagement. - Strategic thinking. - Strong written and oral communication and presentation skills.	- Digital, automation and/or AI skills. - Knowledge of tabular database structures and design.
Physical Circumstances	Eligible to work in the UK	Full Valid driving licence