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| **Role title:** | Operations Efficiency Analyst | **Responsible to:** | Operational Efficiency Team Lead |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales and Service |
| **Direct Reports and Level:** | No direct reports | **Scope:** | UK, Ireland & International |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 1 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| The Direct Sales and Service division provides excellent contact centre services for members which is trusted, valued and provides fair treatment and outcomes. The purpose of the role is to drive adoption of “Lean” culture in DS&S to improve operational efficiency, by identifying, analysing and improving processes, services offered and productivity, through effective root cause analysis. The role delivers local change as well as consolidating technical changes and generating high quality change requests for wider MPS technical teams |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Review processes and protocols within DS&S, to ensure such processes and protocols remain best practice. * Ensure business change is captured and any processes, policies or protocols impacted by such change are amended to remain up to date. * Identify and drive new ways of working through root cause analysis, problem solving, delivering local change within the department. . * Facilitate workshops to generate new ideas and ways of working to improve operational performance using the voice of the member. * Where change has been identified and is required to follow small change process, complete problem statements/user stories and submission of change through Ideas Portal. * Maintain SharePoint document library and ensure regular reviews are taking place. * Presenting any projects to Small Change and Hybrid teams when relevant. * Delivery of lean initiatives on time, cost and quality and that can demonstrate a return of investment. | * Quality of Documentation & Output * Volume of Improvements Delivered * Duration of Improvement Delivery * External & Internal Audits * Stakeholder feedback |
| **Financial**   * Identify and drive improvements to processes, policies and protocols through effective root cause analysis to improve operational efficiency, operational spend and deliver yearly cost savings. * Identify and escalate opportunities swhich could be automated to improve Member journey,operational performance, and effectiveness. Demonstrate clear, credible financial benefit to all improvements delivered. | * Evaluation and evidence of cost saving activity within DS&S * Demonstration of return of investment |
| **Member**   * Analyse all Member journeys within DS&S, to identify and drive changes to improve the experience offered to our Members. * Understand what drives member complaints and use lean methodologies to reduce these. * Ensure that all improvements are viewed through the ‘Member First’ lens prior to implementation to confirm they meet the desired outcomes | * Member satisfaction scores * Evaluation and evidence of activity undertaken to improve Member journey. * Member complaints reporting |
| **People**   * Facilitate workshops to understand and identify any barriers, opportunities or ideas our colleagues have that can help drive improvements to the way we work. Engaging with process, product and document owners, SMEs and stakeholders during management of lean projects within DS&S. | * Staff engagement results * Evaluation and evidence provided on completed workshops |
| **Risk**   * Ensure all processes, policies and protocols are reviewed in line with regulation and learning standards requirements to protect Direct Sales and Service from any unnecessary risk. * Represent Direct Sales and Service as a Data Protection Representatives, attending relevant meetings and delivering required actions within the operation. | * Performance against any internal and external risk audits |

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| **Responsibilities (RACI)** |
| * Work as a collective with Product Owners (PO’s), Digital & Change and Business Analysts to support delivery of small change within DS&S. * Support the implementation of Lean projects and processes into DS&S * Work as a collective with the capacity planner to support and drive improvements to plans and FTE requirements for DS&S * Work as a collective with the MPS Member Satisfaction and Complaints team to drive improvements to DS&S member satisfaction scores. * Support the implementation of any ongoing projects which have a direct or indirect impact on DS&S. * Liaise with our Training & Development advisers to drive any training or capability needs identified through completed analysis, process reviews, implemented changes and workshop feedback. * Engaging with Owners/SMEs/Stakeholders during management of lean projects including delivery of outcomes and sign off |

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| **Key Governance Responsibilities** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in self and others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Awareness of Lean, and/or other process improvement methodologies. * Awareness of SharePoint * Awareness of Office 365 | * Creativity: Generate novel solutions and ideas with a “can improve” attitude. * Presentation and facilitation skills: confident presenter of information and the ability to lead meetings and discussions. * Analytical skills: Strong investigative, evaluative and problem-solving capabilities * Highly organised: Ability to manage a range of tasks, plan, organise and prioritise under pressure Proactive/Self-Starter: Ability to proactively identify and tackle issues and opportunities. * Member/Customer Focused: High levels of empathy and understanding, with the ability to see our processes and policies through our “Members eyes”. | * Experience and understanding of Root Cause approach and methodology * Experience of actively managing stakeholders at varying levels and operating within/delivering through cross functional teams * Previous experience in a fast-paced call centre environment * Proven experience in data analysis * Experience working in an Agile, Lean or other change discipline environments |
| **Desirable** | * Green Belt in Lean/Six Sigma (or equivalent). | * Influencing: Ability to influence at all levels– gaining buy in on recommendations. | * Previous experience working in a FCA regulated organisation |