



Chief Operating Office - Sustainability and Efficiency

Job Title:	Process Improvement Specialist
Reporting to:	Head of Sustainability and Efficiency
Dogs Trust Grade:	D
Location:	London office

Job Purpose

Dogs Trust is on a mission to become more efficient and effective in the way that we do things. This role will provide the process expertise to map and streamline our processes to enable us to do more with less and focus our efforts on delivering the great impact that we do.

Overview of the Department/Team

Dogs Trust is the largest dog welfare charity in the UK with a nationwide network of rehoming centres and charity shops. Dogs Trust annually cares for over 15,000 dogs; we never put a healthy dog down.

Under the leadership of the Chief Operating Officer, the Finance, IT, Governance & Risk, Facilities and Legal teams provide professional business advice and central support to Dogs Trust. These traditionally 'back-office' teams work closely with the rest of Dogs Trust to enable them to work more efficiently and effectively to deliver our mission. Current turnover is in excess of £150m and is still growing and staffing levels are approaching 1,800 FTE.

The Efficiency function is being introduced as a new department in a response to the growing need to work in a more cost effective, sustainable, and strategically commercial way. This role will need to work closely across the whole charity and be responsible for analysing, optimising, and enhancing business processes. This will include reducing waste, improving performance, productivity and delivering better customer outcomes.

Key areas of accountability

Process Improvement, including:

- Identify and implement process efficiency and automation opportunities, analyse, and evaluate processes and improvements to drive cost savings, remove duplication and make the best use of technology.
- Identify opportunities to optimise business processes and ways of working as a result of new IT/digital systems and tools.
- Provide specialist input on business process design to priority programmes & projects.

Develop and maintain end to end process documentation including process maps, procedures, and process guides.

Gathering data and performance metrics to assess the effectiveness of existing processes.

Change management, including setting the scene for change, developing workable plans, communicating changes effectively; building commitment and overcoming resistance to change. Facilitate workshops and meetings to identify root causes of issues.
Results oriented management style, develops plans, utilises resources, from inside and outside of the team to meet the objectives of the organisation. Able to create a clear expectation and accountability system throughout the organisation.
Continuous Improvement: <ul style="list-style-type: none"> Foster a culture of continuous improvement within the charity. Engage with colleagues to encourage them to identify and contribute to process improvement initiatives. Identify any skills/ capabilities needed for optimised business processes and options for attaining these (including training). Support with development of internal lean and business process optimisation skills, including by sharing knowledge and lessons learned via the new Project Delivery Community.
Any other reasonable duties.

Person Specification
<i>Essential skills, qualifications, experience, and attributes</i>
Ability to analyse complex processes and data to identify patterns, trends, and areas for improvement. Utilisation of statistical analysis and data driven insights for decision making.
Demonstrated problem solving skills. Quickly able to ascertain the cause of a problem through the use of disciplined, data driven problem solving techniques.
Resilient under pressure and capable of juggling multiple deliverables and meeting deadlines to ensure that the needs of the charity are maintained.
Demonstrates competence to effectively interact with all levels of the organisation, maintains effective relationships. Communicates in a manner that unites team members with a sense of direction and team spirit in order to “get the job done” in an efficient and timely manner.
Keen attention to detail to identify nuances and potential areas for improvement with processes. Ensure accuracy and precision in data analysis and documentation.
Understanding of change management principles to guide staff through the transition from current processes to new improved ones. Ability to address resistance to change and facilitate a smooth transition.
Ability to think creatively to develop innovative solutions to process challenges. Openness to exploring new approaches and methodologies
Lean Six Sigma or other similar process improvement methodology.
Data Analysis and Analytics Certification.
Significant experience in working within a continuous improvement culture.
<i>Desirable skills, qualifications, experience, and attributes</i>
Business Process Management Certification.
ISEB Business Analysis qualification or equivalent.
Business architecture and/or target operating model design experience.

Additional information
This is a hybrid role based at our London office with the need to travel as required.
Last Reviewed: March 2024

Chief
Operating
Officer

Head of
Sustainability
and Efficiency

Process
Improvement
Specialist