

# Independent Parliamentary Standards Authority (IPSA)

## Process Improvement Lead Fixed Term until 31 March 2023 Salary £45,000

**Location:** Flexible

### Background

The Independent Parliamentary Standards Authority (IPSA) is the independent body created by Parliament in 2009 to regulate and administer MPs' pay, pensions, business costs and expenses. We ensure transparency and fairness in the way MPs are remunerated and reimbursed for their business costs and expenses, processing around 15,000 claims for costs and expenses each month and publishing the details of every two months.

Following the 2019 launch of an integrated system for managing payroll, expenses and HR for MPs, their staff and for IPSA itself, we are focused on continuing to support our users to optimise the system and related processes, further developing a roadmap for future system development. We have a new three-year strategy, purpose and vision and continue to develop the organisation, its people, processes, tools, and skills to become a lean, efficient, and effective value for money organisation.

### About the role

The Process Improvement Lead role will support the Strategy and Change team and organisation to deliver the future vision, purpose, and strategic objectives. Working with the Senior Leadership Team you will review IPSA's end to end business processes to ensure they are efficient, intuitive, and seamless. You will also support the organisation to embed a culture of continuous improvement. Our aim is to make it easy for our MPs and their staff to comply with the regulatory scheme and for our people internally to have slick processes that save time and eliminate waste, automating processes, where appropriate.

The post-holder will:

- Work with the organisation to map as is processes and create efficient, intuitive seamless future processes, sharing knowledge on what good looks like.
- Focus heavily in the internal and external user experience to deliver high standards of service.
- Create an internal agile methodology of process improvement as part of a wider improvement culture, implementing tried and tested tools and techniques across the organisation.

Key areas of responsibility include:

- Building a prioritised plan of process improvement that leads to an exemplary, seamless regulatory service.
- Working with the Senior Leadership team to release people from across the organisation to support your process improvement work whilst minimising disruption to BAU activity and optimising resources.
- Running several concurrent activities and multiple project streams efficiently and effectively.
- Working collaboratively with the Strategy and Change team on prioritising your work and resource requirements in line with the wider Transformation Programme.
- Agree priorities and make recommendations to the Director of Strategy and Change and the Executive Leadership team.
- Working with the Senior Leadership team to understand and define business requirements and objectives aligned to strategic objectives, using data and insight to analyse as is processes.
- Planning workshops and other activities to facilitate process reviews and identify improvements, recommending change.
- Working with the Business Change Manager to plan, co-ordinate and monitor delivery of agreed changes including internal and external training requirements, communication plans and impacts to fully realise benefits.
- Creating an agile process improvement culture within the organisation.

### What we are looking for

As a small organisation, we are ideally looking for someone who has a wide skill set across change management and business analysis as well as process improvement to enable end to end continuous improvement and culture change across the organisation.

### Benefits

- generous holiday entitlement
- season ticket loan
- access to learning and development
- a culture encouraging inclusion and diversity; with LGBT+, BAME, and Green workplace groups
- Civil Service Pension
- flexible Working

### How to apply:

We're committed to making IPSA a more diverse and inclusive organisation and we choose to recruit, retain, and develop people with a diverse mix of skills and experience. Our inclusive workplace environment welcomes people from all backgrounds and our BAME, Green and LGBT+ networks signal our commitment to celebrate and promote diversity and sustainability.

We've adapted our recruitment process during the pandemic, and we run virtual interviews and a virtual onboarding process. Candidates who want to join our team will need access to

a secure WIFI network and a private space to work from. Successful candidates will be supplied with equipment for virtual onboarding, training, and working from home. Our office is in Central London, but we are looking for people based across the UK with the right to work in the UK, with occasional travel to London required.

Our core values are Staying Connected, Seeing the Bigger Picture, Being Open, Doing the Right Thing and Making a Difference. If you share our values, then we would like to hear from you.

If you are interested in applying for this role, please send your **CV and a covering letter of a maximum of 400 words** to [ipsa.recruitment@theipsa.org.uk](mailto:ipsa.recruitment@theipsa.org.uk).

Please remove any reference to your:

- name and title
- educational institution names
- age and gender
- email address
- postal address and telephone number
- nationality and immigration status

Please ensure that your CV and cover letter **does not contain** any personal details which could identify you. **We may be unable to consider your application if you do not follow the application guidelines above.** When you submit your application via email to our HR team, your name and email address will only be visible to them and *not* those who will conduct the shortlisting. **The HR team will contact you if you have been shortlisted.** If you would like further information or an informal discussion, please contact our HR team at [HR@theipsa.org.uk](mailto:HR@theipsa.org.uk)

**Latest Application: 26 October 2021.**

**We will be interviewing throughout the application window; We reserve the right to close the advert early depending on the volume of responses. Happy to talk flexible working. By applying you confirm you have the right to work in the UK and [have read our Human Resources privacy notice](#).**