

Independent Parliamentary Standards Authority (IPSA)

Process Improvement Lead

Fixed Term until 31st March 2022

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 these 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 3-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:

- Build a prioritised plan of process improvement that leads to an exemplary, seamless regulatory service
- Work 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
- Run several concurrent activities and multiple project streams efficiently and effectively
- Work 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
- Work 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
- Plan workshops and other activities to facilitate process reviews and identify improvements, recommending change
- Work 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

We are a high-performing organisation that respects diversity and promotes our values of professionalism, respect, integrity, collaboration & improvement through all the work that we do.

How to apply:

If you are interested in applying for this role, please send your CV and **a covering letter of a maximum of 400 words** to HR@theipsa.org.uk. Your covering letter should clearly demonstrate how your experience matches the job description and person specification.

At IPSA we are committed to diversity and inclusion and we welcome applicants from all backgrounds. Therefore, please **ensure that your CV and covering letter do not contain any personal details which could identify you.**

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**

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

Latest Application: 5th March 2021.

Our commitment to making IPSA a more diverse and inclusive organisation is an integral part of who we are and reflects our core values of professionalism, respect, integrity, collaboration and improvement. To make sure we remain a high-performing organisation we recruit, retain and develop people with a diverse mix of skills and experience.

We've adapted our recruitment process and we now run virtual interviews and also have a virtual on boarding process. Candidates who want to join our team will need to have access to a secure WIFI network and a private space to work from. Successful candidates will be supplied with equipment for virtual onboarding and training.

IPSA is supportive of providing a more inclusive workplace environment and welcomes applicants from all backgrounds. Our BAME, Green and LGBT+ networks signal our commitment to celebrate and promote diversity and sustainability.

If you share our values then we would like to hear from you.

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 privacy policy that can be found [here](#)

Job Description

Job Title:	Process Improvement Lead	Reports to:	Director of Strategy and Change
Directorate:	Strategy and Change Team		
Salary Band:	D	Salary Range:	£45,000
No. of Direct Reports:	n/a	No. of indirect reports	n/a
Security Clearance:	CTC	IPSA reference:	

Job role	
Job Context	<p>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 these every two months.</p> <p>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 3-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.</p>
Job Purpose	<p>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.</p> <p>The post-holder will:-</p> <ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none"> • 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
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Key areas of responsibility: The key requirements of the post-holder are to:		%
1.	In the context of IPSA's strategy and corporate plan:- <ul style="list-style-type: none"> • Build a prioritised plan of process improvement that leads to an exemplary, seamless regulatory service • Work 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 • Run several concurrent activities and multiple project streams efficiently and effectively • Work collaboratively with the Strategy and Change team on prioritising your work and resource requirements in line with the wider Transformation Programme. 	25%
2.	Lead a prioritised review of IPSA's end-to-end processes:- <ul style="list-style-type: none"> • Agree priorities and make recommendations to the Director of Strategy and Change and the Executive Leadership team • Work 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 • Plan workshops and other activities to facilitate process reviews and identify improvements, recommending change • Work 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 	60%
3.	Share knowledge on process improvement methodology, tools and techniques:- <ul style="list-style-type: none"> • Creating an agile process improvement culture within the organisation 	15%

Financial Management:	The post holder is not a budget holder and therefore has no budget management responsibilities. They will make recommendations which require funding to implement.
Management of People:	The post holder will not have direct line management responsibility. However, the post holder must work across the organisation with colleagues at all levels to collaborate, persuade and influence.
Decision Making	<p>The post holder will be expected to work independently, making day-to-day decisions within a framework of policies and procedures.</p> <p>Within this framework, they will determine their own work plan and will be able to exercise judgement and deal with a reasonable level of complexity and non-routine issues. They will have the experience to judge correctly when they need to escalate</p>

	issues. When this is necessary, they will make well-evidenced recommendations for decisions to their line manager, the relevant SRO or other managers with accountability.
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Person specification	
Education and/or professional qualifications	<p>As a small organisation of around 100 people, we are ideally looking for someone who can offer a combination of business analysis, process improvement, training and change management skills to manage the improvement of processes end to end alongside delivering sustainable culture change and ways of working.</p> <p><i>Essential</i></p> <ul style="list-style-type: none"> • Process Improvement Qualification or equivalent experience <p><i>Desirable</i></p> <ul style="list-style-type: none"> • A qualification in continuous improvement or equivalent experience • A qualification in programme or project management, or regular experience of being involved with programmes, projects and change initiatives

Technical Competences/job specific competencies		Level
1.	Business Analysis and Process Improvement skills and demonstrable experience, with the ability to lead and manage delivery of end-to-end business process improvement activities, from establishing requirements, to implementation and evaluation.	A
2.	Presentation and facilitation skills, including demonstrable experience of running process improvement workshops with staff at all levels	A
3.	Problem solving skills and demonstrable experience of using and teaching structured problem solving techniques.	A
4.	Team work and relationship management skills and demonstrable experience across the wider business, with ability to engage and influence staff at all levels	A
5.	Demonstrable experience of designing and delivering training/learning in process and continuous improvement	A
6.	Demonstrable experience of coaching and mentoring senior managers to drive culture change	B
7.	Demonstrable experience of planning and delivering culture change	B

8.	Programme and Project Management skills and demonstrable experience	B
9.	Demonstrable experience of working with Customer Service Excellence models	C
10.	Good awareness of process mapping software solutions, and basic IT skills (Word, Excel, Powerpoint, Outlook, Visio and MS Project.)	B
11.	To act in line with our values of integrity, professionalism, respect, collaboration and improvement including as a colleague within IPSA, and in partnership with the House of Commons and others	

A=Expert knowledge

B=Enhanced knowledge

C=Competent

IPSA Competences	
1.	Working Together: Team working, communication.
2.	Working to deliver: Achieving results, being accountable
3.	Strategy and business planning: being aware of future potential opportunities preparing for the future
4.	Leadership: Supporting and leading teams
5.	Planning and resource management: Good financial management, planning and monitoring, reporting

Job Level	Job Level Descriptor					
<p style="text-align: center;">D</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Knowledge & Skills / Experience</td> </tr> <tr> <td style="padding: 2px;">Scope of Responsibility</td> </tr> <tr> <td style="padding: 2px;">Autonomy / Decision Making</td> </tr> <tr> <td style="padding: 2px;">Resource Management</td> </tr> <tr> <td style="padding: 2px;">Interfaces</td> </tr> </table>	Knowledge & Skills / Experience	Scope of Responsibility	Autonomy / Decision Making	Resource Management	Interfaces	<ul style="list-style-type: none"> • Graduate level and may possess a fully qualified professional qualification • Considerable relevant experience within area of responsibility or specialism • Possesses an understanding of the public sector and or the regulatory environment • Alternatively has deep technical specialist knowledge for a key area within a corporate function • May be the subject matter expert for their area • Responsible for a specialist area or a broad programme • Uses depth of knowledge to inform and contribute to strategy for immediate area of responsibility • Inputs ideas to overall organisation strategy with respect to specialist area • Works independently within a framework of policies and procedures, determining their own work plan • Will make operational decisions within policies and procedures, using knowledge and experience, but will refer upwards on more complex issues if necessary • Will be able to exercise judgement and deal with a reasonable level of complexity and non-routine issues • May manage a small team • Alternatively operates in a stand-alone specialist role • Unlikely to have budgetary responsibility other than ensuring that project budgets are met • Unlikely to have any sign-off authority • Strong verbal and written communication skills • Will possess the skills to manage relationships effectively both internally with peers and the Senior Team and externally with MPs offices, service providers, contractors and the public • Maintains a level of personal credibility that ensures the reputation of the organisation is not put at risk
Knowledge & Skills / Experience						
Scope of Responsibility						
Autonomy / Decision Making						
Resource Management						
Interfaces						