JOB DESCRIPTION

Job Title:	Head of Business Improvement
Department / Unit:	Strategic Planning and Council Secretariat
Job type	Full or part-time, permanent
Grade:	RHUL 9
Accountable to:	Director of Strategic Planning
Accountable for:	Business Analyst x 2

Purpose of the Post

The Head of Business Improvement role is a new key role within the Strategy Implementation Unit, a newly formed team within the Strategic Planning directorate. The role will ensure alignment with the IT & Strategic Planning functions, in tandem with the Head of Strategy Implementation who oversees project management within the Unit. The post holder will be responsible for the leadership and management of a small team of Business Analysts. The role is responsible for delivering an effective Business Analysis function, prioritising effort and driving business change across the University to deliver our strategic objectives.

The post holder will be accountable for delivering business and process improvement across the University, ensuring productive interactions and collaboration between different departments and teams across the organisation to deliver business improvements. The role will ensure that Professional Services and Academic teams confidently use technology to deliver on our key objectives of simplification and digitisation, whilst improving the service offered to stakeholders.

The post holder will lift conversations out of departmental silos to deliver end to end process redesign across a range of services, and deliver changes to structures, processes, and ways of working. Working with senior stakeholders to hand over improved processes and ensuring changes are maintained and supported.

Key Tasks

Process and Business Change

1. Develop a 3 year strategic roadmap for process improvement and re-engineering work across the university, primarily through IT enabled continuous improvement.
2. Develop project plans for process improvement for the next 3-5 years identifying areas for improvement, creating a vision for change and delivering implementation through Professional Services Directorates and Academic areas.
3. Accountable for delivering improvements and efficiencies through the use of new technology to drive the key strategic objectives of simplification and digitisation.

4. Work in tandem with the Head of Strategy Implementation to ensure the strategic projects and business change elements are in alignment and not duplicating effort.
5. Be accountable to committees, as applicable, on the progress of the implementation of improvements in technical capacity and capability within the university.
6. Lead and develop the prioritisation of the pipeline of digitisation projects through collaboration with key IT staff. This will be focused on ensuring there is alignment between the work going on in IT, business change and strategic projects.
7. Develop best practice, sector-leading solutions and approaches, and proven methodologies to instigate effective and long-lasting change.
8. Ensure the adoption of improvements to enable a more modern workplace by championing new ideas and delivering cultural change.
9. Lift conversations outside structural constraints and embed cross-functional approaches across the university to embed IT solutions, removing outdated and inefficient processes.
10. Analyse the effectiveness of the suite of work, monitoring costs and using statistical analysis to calculate savings for removal from future budgets.
11. Lead and develop conversations with IT to develop appropriate digital strategies and solutions to the key problems identified by the work of the Business Analysts
12. Create improvement plans for Professional Services areas, to ensure ongoing continuous improvement within each area.
13. Engage and coordinate work with external organisations who are providing relevant training to ensure a suitable fit with the university's approach.
14. Work with Student Administration to support the development of new solutions (including testing, contributing to training, supporting communications etc)

Business Analysis Function

15. Create and lead a new Business Analysis function for the university to support both process improvement activities and Project Management.
16. Provide expertise on Business Analysis activities, including process mapping, requirements gathering, testing and prioritisation.
17. Lead the development and delivery of a business process improvement programme, particularly around Professional Services functions, creating senior stakeholder understanding, commitment and buy-in to the necessary changes and delivering the effectiveness, efficiency and value for money improvements that are required.
18. Manage the Business Analysis team to ensure a consistent, effective service is provided to the university and in support of both process change and project delivery.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and   as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Members and committees of Council
- Executive Team (Principal; Deputy Principals; Senior Vice Principals; Vice Principals)
- Senior Management Team (including the above plus Executive Deans of Schools and Directors of Professional Services)
- Management committees
- Staff working across academic departments and professional services
- Other Higher Education institutions