

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title: Head of Business Improvement**

**Department: Strategic Planning**

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
Educated to degree level and/or relevant professional qualification, or substantial relevant experience	✓		Application Form
Relevant training/qualification in change management / process improvement		✓	Application Form
<b>Skills and Abilities</b>			
Excellent interpersonal skills with proven success in developing effective working relationships with senior colleagues and at all levels within the organisation, contributing to discussion and decision making	✓		Interview
Highly effective influencing skills to support teams through change and ensure adoption of new approaches	✓		Application Form/ Interview
Strong leadership and management skills, demonstrating effective decision making	✓		Interview
Facilitation skills with experience of bringing together cross-functional groups to identify requirements and opportunities		✓	Interview
<b>Experience</b>			
Significant track record of re-engineering business processes and driving adoption across complex organisations	✓		Application Form / Interview
Experience in developing an effective Business Analysis function to support process change and project delivery across complex organisations		✓	Application Form / Interview
Experience of coordinating and implementing continuous improvement processes in a large, complex organisation	✓		Application Form / Interview
Extensive experience in delivering IT enabled change especially for business functions	✓		Application Form / Interview
Experience of managing and developing people at a range of levels including working in a matrix	✓		Application Form / Interview

organisation, leading teams, line management and working with senior stakeholders			
Experience of implementing business process streamlining methodologies (e.g. Lean, Six Sigma, other)		✓	Application Form / Interview
<b>Other requirements</b>			
Excellent understanding of the key challenges facing the HE sector and the impact of these on Royal Holloway	✓		Interview