

# Job Description

<b>Job title:</b>	Continuous Improvement Manager
<b>Reports to:</b>	Head of Business Transformation
<b>Responsible for:</b>	Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

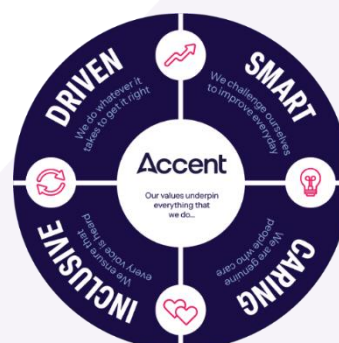
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As Continuous Improvement Manager, you will play a key role in shaping future customer experiences across Accent by leading in Continuous Improvement and design of end-to-end services that are insight-driven, inclusive, and efficient. You will lead a team of business analysts and work collaboratively across the business to reimagine customer journeys, map processes, define service requirements, and co-create operating models focused on customer needs and organisational outcomes. You will apply system thinking and continuous improvement to understand user needs, identify pain points, and translate them into clear requirements, innovative service concepts, and practical solutions that improve service delivery and create better experiences for both customers and colleagues.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate a commitment to driving change in line with our values, ensuring that projects you manage contribute positively to the experience of both colleagues and customers. You will engage stakeholders at all levels, fostering an environment of trust and collaboration. By applying your expertise in project management, you will ensure that our transformation projects deliver meaningful and measurable outcomes. Your work will support a culture of continuous improvement, ensuring we remain agile and responsive to the needs of the communities we serve.



## Key Responsibilities and Duties

- Develop and implement a Continuous Improvement (CI) plan aligned with strategic goals.
- Lead the design and development of customer-led services across transformation programmes.
- Foster a continuous improvement culture.
- Coach, guide, mentor, and support leaders.
- Engage all stakeholders and design engagement strategies.
- Embed a customer-centric culture with leaders accountable for processes.
- Lead the continuous improvement of services using Lean Six Sigma principles.
- Manage, mentor, and develop a team of Business Analysts.
- Design and deliver Continuous Improvement training and coaching programmes.
- Champion a data-driven, customer-focused approach to service improvement.
- Facilitate workshops and cross-functional improvement sessions.
- Oversee the mapping and optimisation of end-to-end business processes.
- Collaborate with project and transformation teams to integrate improvement work.
- Develop and implement performance tracking mechanisms and dashboards.
- Influence and engage senior stakeholders to promote structured improvement methodologies.
- Support the definition of future operating models and service landscapes.
- Ensure CI efforts align with broader transformation priorities and organisational values.
- Work with the PMO and Business Transformation team to align CI work with change frameworks.
- Monitor CI performance and support continuous improvement through feedback and iteration.
- Act as a business partner within specific project areas.
- Partner with the OD team to manage courses and colleague development around change delivery

## Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Inspire and lead a high-performing team of Business Analysts, fostering a culture of curiosity, accountability, and continuous learning.
- Act as a visible champion for continuous improvement across the organisation, role modelling best practice and coaching others in structured problem-solving.
- Build improvement capability across Accent by developing practical tools, frameworks, and templates that empower teams to identify and implement change effectively.
- Influence cultural change by embedding customer-first thinking and evidence-led decision making across all levels of the business.
- Promote inclusion, innovation, and psychological safety within the team and wider organisation, ensuring all colleagues feel valued and able to contribute to service improvement.
- Support colleagues and leaders in adopting new ways of working, enabling sustainable change through coaching, communication, and ongoing engagement.
- Lead by example through active collaboration, resilience, and a focus on outcomes, ensuring that improvement activity delivers value for both customers and the business.
- Align Continuous Improvement initiatives with wider organisational priorities and transformation strategies, supporting joined-up thinking and cross-functional collaboration.
- Be a trusted advisor to senior leaders, providing clear insight, challenge, and thought leadership to help shape service strategies and improvement roadmaps.
- Uphold and embody Accent's values – Smart, Driven, Caring, Inclusive – in all leadership activities, and contribute to shaping a workplace culture that supports people to do their best work.

## The must haves:

- Strong track record in leading continuous improvement and service design or customer experience design in a change/transformation environment.
- Proven experience implementing business improvement, continuous and service improvement activities
- Experience with Lean Six Sigma Black Belt or working towards black belt
- Familiarity with agile, iterative delivery aligned with GDS lifecycle stages – Discovery, Alpha, Beta, Live, and Retirement.
- Experience managing or mentoring business analysts or Continuous Improvement professionals.
- Excellent facilitation and co-creation skills, with the ability to engage stakeholders at all levels.
- Proven ability to translate user insight into clear service requirements, customer journeys, and process improvements.
- Deep understanding of service improvement methodologies (e.g., design thinking, systems thinking, double diamond).
- Skilled in process mapping (e.g., BPMN), user journey mapping, and creation of service blueprints.
- Ability to develop target operating models and define future service landscapes.
- Experience working in multi-disciplinary teams delivering end-to-end service transformation.
- Strong communication skills and the ability to influence decision-making at a strategic level

## The added extras:

- Master Black Belt Lead Six Sigma
- Ability to conduct and integrate user research, usability testing, and service assessments in line with GDS guidelines.
- Skilled in creating service blueprints, journey maps, and artefacts to support service assessments and multidisciplinary delivery teams.
- Knowledge of cross-functional collaboration practices including working with content designers, interaction designers, delivery managers, and technical teams in a GDS-aligned environment.
- Experience participating in or leading GDS service assessments, with a strong understanding of what's required to meet service standard criteria
- Experience working within housing, public services, or regulated environments.
- Knowledge of business analysis frameworks (e.g., BCS certifications) and Agile delivery.
- Familiarity with service design tools such as Miro, Figma, Lucidchart, or Visio.
- Experience with continuous improvement and change adoption strategies.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.