

Ready to rocket?



**We're ready for lift off,
what's your next mission?**

Operational Improvement Manager

Location: Thames Valley – Maidenhead

Company: Wilson Partners

Leading Accounting, Tax and
Corporate finance business

An exciting opportunity to join an ambitious, award winning financial services firm with big ambitions for the next five years.

Developing and maintaining successful client relationships is crucial to our continued success and to achieving our ambition to become a top 25 accounting firm by 2026. That's why we are looking for an Operational Improvement Manager to work closely with our Chief Financial Officer to ensure the seamless delivery of process innovation and continuous improvement initiatives across the business.

Who we are:

At Wilson Partners, we provide a suite of integrated, innovative and value-added accounting, tax and corporate finance solutions that empower businesses, investors and private clients to make better decisions.

We don't do grey suits, operate in silos, or spend all day counting beans. On the contrary, we operate out of a vibrant open plan office in the centre of Maidenhead, all our directors are fully engaged in the business and we're passionate about client success, because if our clients thrive, our people thrive too.

We don't want to just make up the numbers, we're a business that makes a real difference to the relationships we build and helps to make life count for our people and our clients.

Each one of us is dedicated to challenging, inspiring and supporting our clients to live the lives they want and enjoy the success that will benefit those they care about and the wider community.

We have grown organically year-on-year since our inception in 2008. In September 2021, we took investment from a family office to accelerate our growth with a view to creating a top 25 accounting, tax and corporate finance business with 5 years.

Your new role:

In this role, you will be responsible for the delivery of process innovation and continuous improvement initiatives across the business. It will play an important role in helping to foster a culture of sustainable change and support the framework to deliver business transformation, integration and growth.

You will identify and deliver service improvement activity across the business through employing process improvement methodologies and the application of innovative thinking.

Working closely with key business stakeholders and department managers to build a continuous improvement environment to support an ongoing programme of growth.

This is an exciting role for someone with strong analytical, project and product management skills, including a thorough understanding of how to interpret business needs and translate them into operational requirements.

Job Description

Job title	Operational Improvement Manager
Main purpose of job	Responsible for the delivery of process innovation and continuous improvement initiatives across the business. It will play an important role in helping to foster a culture of sustainable change and support the framework to deliver business transformation, integration and growth.
Reports to	CFO
Duties & key responsibilities	<ul style="list-style-type: none"> • To identify and deliver service improvement activity across the business through employing process improvement methodologies and the application of innovative thinking • To work with key business stakeholders and department managers to build a continuous improvement environment to support an ongoing programme of growth • To support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within business processes and identification of better ways of working • To identify trends and process variations as part of establishing a continuous improvement monitoring system. Especially important with acquisitions • To assist in the development and implementation of a ‘best-in-class’ continuous improvement strategy • To take ownership of change initiatives from evolution/efficiency identification through to project delivery via internal governance and controls • To elicit requirements and drive process change using staff interviews, document analysis, requirements workshops, surveys, business process descriptions • To work with other team members and departments to devise new support material based on the revised processes, to include training, reporting and systems enhancements • To actively monitor project risks to foresee/identify potential problems and proactively identify solutions to address in advance • To ensure the business impact and project objectives/dependencies are identified, reported on, and managed at all times • To set up a program, deliver coaching and run projects pan jurisdiction • To complete post implementation reviews to ensure successful delivery has been achieved and to ensure that improvements can be made for future projects Competencies • Deliver operational visibility through design and monitoring of effective KPI reporting • Integrate operational improvement with technology adoption including the assessment of the choice of line of business applications and use of MS365 applications in the context of creating effective processes which enable our team and delight our clients
General responsibilities	<ul style="list-style-type: none"> • Ensure confidentiality of sensitive data • Maintain expert knowledge through selection of relevant CPD • To act in accordance with the business’ values and competency framework • Apply regulatory, legal, professional and ethical standards
Skills & abilities	<ul style="list-style-type: none"> • Ability to set-up, facilitate and lead service improvement/‘Workout’ sessions with a range of business stakeholders (incl. Experience of process/value stream mapping) • A ‘completer-finisher’ taking accountability for ideas from inception to delivery, in an environment that requires robust metrics to confirm success

Job Description

Knowledge & experience

- Minimum 5-7 years proven continuous improvement analytical experience from a similar role, including project management and business analysis
- Excellent understanding of continuous improvement concepts including Six Sigma, Lean, value stream mapping
- Proficient in the use of Microsoft Office, including Project, Visio, Word, Excel, Outlook, and PowerPoint
- Experience of designing or implementing a framework of continuous improvement in a multijurisdictional organisation
- Experience of hands-on implementation of continuous improvement programs and Lean solutions
- Experience of designing remediation plans to address productivity and efficiency issues, and track record of following through to ensure closure
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of Partners, senior managers, and subject matter experts
- Strong analytical, project and product management skills, including a thorough understanding of how to interpret business needs and translate them into operational requirements
- Experience of the whole project life cycle, able to operate in the initial conceptual design stage, in the depths of system testing, and at each stage in between

Personal attributes

- A 'can do' attitude with a high attention to detail
- Excellent communication skills at all levels – both verbal and written
- Embracing and driving change
- Empathetic and approachable
- Confidence
- Strategic, critical thinker
- Excellent organisation skills
- Strong focus on managing deadlines and work load prioritisation
- Refer to competency framework for specific behavioural indicators