

# 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.

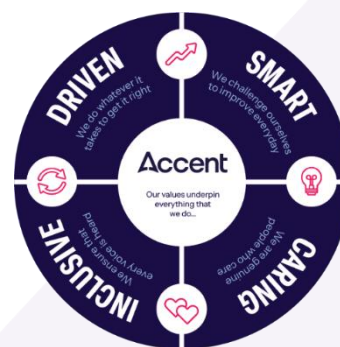
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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.

We're driven by the belief that better services come from working together. As a Continuous Improvement Manager, you'll work with heart, purpose, and structure to bring people together to reimagine how we work for the benefit of our customers and colleagues. 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.

## 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

- Inspire and lead a high-performing team of Business Analysts and improvement professionals, fostering a culture of curiosity, accountability, and continuous learning.
- Build strong, trusted relationships at all levels of the organisation, acting as a connector between strategic intent and day-to-day delivery.
- Acts as a passionate advocate for improvement, working with empathy and care to empower others to solve problems and create better experiences, building a sustainable approach to change.
- Leads by example, inspiring a culture of continuous learning and curiosity that puts people and purpose at the centre of improvement.
- Act as a visible and passionate champion for continuous improvement, role modelling best practices, coaching others in structured problem-solving, and supporting mindset shifts across the business, embedding new ways of thinking and working across the business.
- Develop and embed practical tools, frameworks, and templates that build improvement capability across Accent, empowering colleagues to identify and implement change effectively.
- Diagnose operational challenges in collaboration with teams, uncovering root causes and co-creating practical, user-centred solutions grounded in lived experience, data, and feedback.
- Apply structured continuous improvement methodologies such as Lean, Six Sigma, and PDCA to drive measurable improvements in quality, efficiency, cost, and customer experience.
- Lead end-to-end PDCA cycles — planning collaboratively with stakeholders, piloting solutions, reviewing outcomes, and scaling successful practices sustainably.
- Promote inclusion, innovation, and psychological safety across teams, ensuring all colleagues feel valued, heard, and empowered to contribute to service improvement.
- Influence cultural change by embedding customer-first thinking, evidence-led decision making, and service ownership at all levels of the organisation.
- Develop and implement performance tracking mechanisms and dashboards, establishing and monitoring key performance measures to help teams reflect on outcomes, iterate improvements, and celebrate success.
- Collaborate with project and transformation teams to ensure improvement activity is fully integrated into broader organisational change efforts.
- Provide thought leadership and trusted insight to senior leaders, helping shape service strategies and long-term improvement roadmaps.
- Delivers tangible value through cross-functional initiatives that reduce waste, streamline workflows, and embed innovation into how we work every day.
- Works with leaders to embed a culture of accountability and service ownership, supporting teams to take responsibility for their processes and outcomes.
- Working hands on with teams, use service design techniques such as journey mapping, root cause analysis, and blueprinting to diagnose operational challenges and align improvements with real operational needs and user insight.
- Ensure all improvement projects and key outputs are clearly aligned with the organisational strategy and goals. Collaborating with project and transformation teams to ensure improvement initiatives are not standalone, supporting joined-up thinking and reinforcing Accent's overall mission, priorities and values.

## 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:

- Communicates with warmth and clarity, adapting style to connect with people across roles and experiences.
- Fosters inclusive environments where people feel heard, valued, and motivated to contribute to improvement.
- Leads with emotional intelligence and authenticity, supporting teams through uncertainty and celebrating small wins.
- Balance analytical thinking with empathy and creativity, ensuring improvements are not just efficient, but meaningful.
- 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
- 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).
- Familiarity with agile, iterative delivery aligned with GDS lifecycle stages – Discovery, Alpha, Beta, Live, and Retirement.

- 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.
- Strong communication skills and the ability to influence decision-making at a strategic level

## The added extras:

- Master Black Belt Lean 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.