

Job Description

Position Title	Process and Continuous Improvement Manager (Contract)
'Reports to' Position Title	Group Operations and Supply Chain Director
Date (Written or reviewed)	August 2019
General Summary	
<p>The Process and Continuous Improvement Manager position is focused on driving business value through application of improved, streamlined and consistent processes across the group. Development of a continuous improvement framework for the business to apply moving forward will be critical</p> <p>The role is tasked with:</p> <ul style="list-style-type: none"> • Definition of the “As Is” state of the continuous improvement mindset, tools and behaviours across the group • Construction of a continuous improvement framework that would move the business into a mindset of continuous improvement, providing the vision, purpose, the tools and the governance framework • Definition of the Future State • Detailed list of priority areas for the business to focus on • Recommendation on how best to resource going forward and structural recommendations • Recommending and training opportunities to upskill teams <p>The role will be collaborative and engage purposefully at all levels across the business. You will also need to be able to engage in an inspiring manner with colleagues and other stakeholder groups through bringing to life the Belron values.</p>	
Principal Duties and Responsibilities	
Principal Duties and Responsibilities	Measure of success
Continuous Improvement Framework	<ul style="list-style-type: none"> • Clearly defines the current state around continuous improvement across the group and communicates it to key stakeholders • Constructs a continuous improvement framework for the group • Recommendation completed on Future State for the business to support embedding the framework • Recommendation completed on how best to resource going forward including and structural recommendations • Recommendation on training opportunities to upskill teams • Creation of an opportunities list across the group, with estimated benefits • Aligned prioritization of the opportunities list
Stakeholder management	<ul style="list-style-type: none"> • Engage representative internal stakeholders within buying / procurement exercises to understand what is most important and how to shape supplier agreements / relationships • Stakeholders receive clear communication in appropriate timeframes • Creation of a C.I. steering group
Health & Safety <i>Responsible for the safety of self and those around you, this is not compromised</i>	<ul style="list-style-type: none"> • Demonstrates positive role modelling in health and safety practices • Ensures that the safety of self and others is not compromised by actively identifying and acting on H&S risks
Competencies	
Competency	Description
Building Relationships	<ul style="list-style-type: none"> • Identifies and understands stakeholder needs. Consults with stakeholders and keeps stakeholders informed. • Builds positive, friendly relationships with others internally and externally. • Resolves conflict quickly and works well with others. Encourages sharing of best practice. • Obtains and shares information, ideas and problems. • Working collaboratively with others, a team player.

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	<ul style="list-style-type: none"> Actively contribute to building strong team dynamics: seeks high levels of involvement; strengthen team bonds, not avoiding tough issues, and put the team needs first.
Customer Delight	<ul style="list-style-type: none"> Ensure the delivery of exceptional customer service Builds positive, friendly relationships with others internally and externally.
Leading Self & Purposeful Leader	<ul style="list-style-type: none"> Has clarity around their own personal purpose and how this lines up with the business purpose Proactively seeking and being receptive to feedback without being defensive Reflects on activities and impact on others Accurately assessing their own strengths and weaknesses, opportunities, and limits Bering aware of their personal triggers Has a collaborative and learning focused approach
Other Information	
<p>The Role</p> <ul style="list-style-type: none"> Reports to Group Operations and Supply Chain Manager Works across business to develop cross functional relationships (People, Laser, Operations & Supply Chain, Marketing, Commercial, Finance, IT) <p>The successful candidate will possess</p> <ul style="list-style-type: none"> 5-7 years of Continuous Improvement experience gained within a similar role Experience of managing and working collaboratively with key stakeholders Experience of working successfully with people across business groups to achieve clear outcomes Ability to communicate simple messages to key stakeholders Curiosity to investigate trends, issues and opportunities <p>Smith&Smith®</p> <p>Smith&Smith® is owned by Belron which is a Belgium registered global company operating out of London.</p> <p>The business has recently commenced a transformational business plan due to the highly competitive nature of the market we operate in. The service orientation is to Home / Business and Vehicle service/problem solving.</p> <p>Smith&Smith® is New Zealand’s leading Automotive Vehicle Glass Repair and Replacement specialist and Laser is New Zealand’s leading Plumbing and Electrical brand.</p> <p>Belron®</p> <p>The Belron® story is unique and aspires to high segment shares in all markets. Belron® is represented in over 30 countries over 5 continents, has over 30,000 employees and keeps growing. As at 2019 the orientation to Vehicle & New Services is currently 95%/5% but this equation will change in coming years.</p> <p>Belron® has a clear purpose of “Making a difference with real care” and our values are to be driven, caring, genuine and collaborative. The sharing of best practice is actively encouraged. There is an absence of formality, politics and strict hierarchy and we are a relationship based organisation.</p> <p>Within all Belron® businesses, open, honest and informal communication is one of our values. Therefore, our people are expected to communicate widely, be open to challenges and be challenging of others in a professional and effective style.</p>	
Other Applicable Knowledge, Skills and Abilities:	
<p>Direct Reports</p> <ul style="list-style-type: none"> None 	
Key Relationships	

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External

Internal

- Customer & Marketing team
- People & Leadership team
- Operations and supply chain team
- Laser team
- Group Finance colleagues

Approval levels

- As per Delegated Authorities

Required Skills and Abilities:

- Proven ability in taking responsibility, initiating activities, prioritising and delivering successful outcomes on time and within agreed budgets.
- Results driven but with innate understanding of the drivers of success, and a strong focus on delivering through the right leadership behaviours.
- Ability to communicate simple messages verbally and in written form
- Experience of working successfully with people across business groups to achieve clear outcomes
- Proven attention to detail
- Energetic, motivated and self-starting individual.
- Unquestionable acknowledgment of value of customers
- Good personal leadership and professional skills, strong self-awareness.

Other specific skills or abilities

- Qualified in “Lean”, “Six Sigma” or an equivalent

Requirements ‘minimum’ level

Personal values alignment

Aligns with Belron NZ values and culture

Other specific experience

- 5-7 years of Continuous Improvement experience gained within a similar role

Requirements ‘minimum’ level