

**JOB DESCRIPTION**

**ROLE:** Continuous Improvement Manager

**REPORTS TO**: Head of Continuous Improvement

**LOCATION:** Perivale / Ruislip

**HOURS:** 9am – 6pm

This is a new role in a large growing team within a company that is one of the leading pharmaceutical manufacturers and distributors on the UK.

Opportunity to get in at the start of this Lean Manufacturing / Six Sigma Journey.

Working in a really good team, the role is to identify, plan, develop project teams and deliver Operational Excellence within a pharmaceutical manufacturing site.

**RESPONSIBILITIES:**

* Process rationalisation –continually reviewing all processes within all parts of the organisation to ensure they are fit-for-purpose, and are as efficient as possible to ensure reduced handling time and a more effective result for the company
* Create a library of processes – ensuring that we do not have any single points of failure with our processes and to make locating, reviewing and refining easy.
* Reporting – giving an ability to measure success both financially and in terms of time saved for our Customers
* Knowledge – keeping all process-based knowledge fresh, current
* Communication – ensuring that all stakeholders are aware of current and future workload including successes gained
* Time-in-motion studies – obtaining feedback from sitting with individuals in production to enable proactive improvements in processes as well as accurate timings before and after process rationalisation takes place
* Creating a feedback-loop direct with production and quality so that they can highlight misaligned processes as they occur
* Complaint/Customer feedback RCA – determine the root causes of negative Customer sentiment and work to eliminate these in the future

**EXPERIENCE:**

* The right person for this role will have an engineering or technical degree or be qualified by a number of years of experience in a high-tech manufacturing environment. This could be pharmaceutical, FMCG / food, automotive, aerospace or any other high-tech manufacturing environment which is highly regulated and demanding.
* The minimum requirement in OE terms is a Green Belt with a few years of experience of leading Continuous improvement Projects.
* Or you could be a recently-qualified Black Belt who is looking to put your qualifications and what you have learned during your qualifying projects to use in a new environment.
* Customer-Centric mind-set, with a keen awareness & appreciation of customer requirements and expectations in the Pharma sector.
* Process management qualifications an advantage
* Impeccable verbal and written communication skills
* Strong problem solving capability, and with experience of coaching for performance
* Enthusiastic about driving organisational and process change and development
* Calm, robust and confident
* Good influencing skills, comfortable working with people at multiple levels (including external/internal suppliers) and able to display discretion when required
* Organised and able to focus whilst balancing multiple objectives
* Strong sense of task / project ownership, comfortable to collaborate and delegate activities, whilst retaining oversight of delivery through to resolution