

Forward thinking
Straight talking



Continuous Improvement Analyst

JOB SPECIFICATION

Gateley /

POSITION:	Continuous Improvement Analyst
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

We are looking for a dynamic professional to join our IT team in Birmingham. The purpose of this role is to analyse, design and deliver continuous improvement initiatives. These are likely to be workflow and technology improvement on existing applications and technology in use by Gateley with a particular focus on enhancing IT capabilities and delivering changes that add value to Gateley and its client offering.

You will support the drive for operational excellence and embracing a culture of continuous improvement within the IT department and across Gateley. Supporting the business in Identifying opportunities for process improvement in technology systems and workflows, developing strategies to enhance efficiency, and demonstrating measurable results.

Responsibilities:

- The definition, documentation and successful delivery of continuous improvement small change initiatives
- Supporting those users raising requests in writing clear requirements that can be easily translated into technical requirements
- Creation of test planning / execution for any assigned small change
- Developing and maintaining documentation related to small changes, including process maps, and standard operating procedures
- End-to-End project management of all assigned small changes
- Liaising between business stakeholders, development team members, 3rd parties, clients and others as required to support delivery of IT changes
- Communicating in language that is appropriate to the audience
- Supporting wider IT team at times with tasks that might be outside of core role description. This is due to the fact that we are relatively small team, which is collectively striving for excellence.
- Collaborating with cross-functional teams, including legal and consultancy along with vendors, to ensure the successful implementation of small change
- Ad hoc programme/project level support
- Supporting wider IT team at times with tasks that might be outside of core role description. This is because we are relatively small team, which is collectively striving for excellence.
- To be aware of and comply with the company's policies and procedures

The above description is not an exhaustive list due to the nature of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

The *team*

Gateley Plc has a dynamic and collaborative IT department. We are growing our team to over 60 staff members in total across IT Service, Infrastructure, Architecture, Security, Change Management, Development, Innovation and Client Solutions.

The Solution Delivery team comprises Change Management, Development, and Innovation professionals. The entire team is based in our Birmingham city centre office.

The team is responsible for definition and delivery of transformational change across Gateley and IT system / processes improvements, as well as developing client-specific solutions, and managing integrations between systems.

The *person*

The ideal candidate will have the following experience:

- Degree educated – ideally with a Law or technology-based degree.
- Certification in Lean, Six Sigma (Green Belt or Black Belt), or similar methodology
- BCS business analysis diploma or similar business analysis qualification
- PRINCE 2, AMP or similar project management qualification.
- Requirements gathering
- Planning, estimation and Third-party supplier management skills
- Project planning, estimation, requirements gathering, and business case writing.
- Project planning
- 3rd party supplier selection, contracting and management.
- Legal sector experience or similar professional services related change experience
- Continuous improvement tools and software, such as process mapping, value stream mapping, and statistical analysis tools
- SharePoint, Microsoft Teams

Candidates will be able to demonstrate the following attributes:

- Excellent written and verbal communication skills
- Good problem analysis, system design, troubleshooting and resolution skills.
- Knowledge of change management tools and techniques.
- Excellent management and organisational skills, with the ability to manage multiple IT change initiatives simultaneously
- Ability to communicate complex technical concepts to stakeholders of varying degrees of technical understanding.
- Able to understand business terminology and systems.
- Able to build trusted relationships with senior stakeholders.

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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