# Job Profile

**Job Title**: Process Improvement and Assurance Lead

**Directorate**: Finance and Business Services

**Reports To**: Head of Compliance

**Matrix Reporting To**: No

**Disclosure Check Level**: None

**Date created/last reviewed**: 20 August 2025

## Overall Role Purpose

The Process Improvement and Assurance Lead helps people with sight loss to live the life they choose by designing, standardising and assuring core business processes. The role embeds robust risk and control practices, drives measurable continuous improvement and enables confident, compliant delivery across Guide Dogs.

## Key Responsibilities

**Process design and improvement**

* Maintain a central, current repository of standard policies, processes and procedures with clear ownership and change history.
* Lead end‑to‑end process discovery, mapping and gap analyses to identify redundancies, bottlenecks and compliance risks.
* Design, pilot and scale process improvements using Lean, Six Sigma or equivalent methods, prioritising simplicity, accessibility and scalability.

**Risk, control and compliance assurance**

* Embed proportionate risk mitigation and control activities into standard processes; maintain control libraries and narratives.
* Conduct regular control assessments and testing to validate design and operating effectiveness.
* Design and establish a process assurance framework.

Partner with Internal Audit and Compliance to address findings, drive corrective actions and report outcomes.

**Performance, data and governance**

* Facilitate workshops to engage stakeholders and co-create streamlined, compliant workflows.
* Monitor process performance and assurance metrics through KPIs and dashboards; promote data-driven decisions and timely remediation.
* Establish governance for process changes, ensuring version control, stakeholder sign-off and clear communication.
* Coach and mentor process owners and frontline teams on standardisation tools, assurance techniques and change-management principles.
* Prepare concise, insight‑led reports for senior stakeholders on improvement progress, risks, controls and benefits realised.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: N/A

Number of Indirect Reports: N/A

Number of Volunteers Supervised: N/A

### Financial Accountability

Annual Income Accountability: N/A

Assets Managed: N/A

Budget Accountability: N/A

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* NVQ Level 3 (or above) in Business Administration, Risk Management, Process Management or equivalent qualification or experience
* A-levels (or equivalent) in English and Maths

#### Desirable

* Lean Six Sigma Green Belt (or equivalent) or demonstrable proficiency in continuous improvement tools.
* Training in internal controls, risk management or audit

## Job-Related Experience

#### Essential

* Leading end‑to‑end process mapping and redesign across multiple teams or functions.
* Implementing continuous improvement initiatives that delivered measurable outcomes (e.g., throughput, quality, cost, compliance).
* Designing and embedding risk controls within business processes and conducting control testing.
* Establishing or operating process assurance frameworks, including audits and remediation tracking.

**Desirable**

* Experience in a charity, health, social care or other regulated environment.
* Exposure to GRC or process tools (e.g., control libraries, process mining, workflow management).
* Familiarity with relevant standards (e.g., ISO 9001/27001) and data protection practices in operational processes.

## Knowledge

#### Essential

* Demonstrable understanding of continuous improvement methodologies (Lean, Six Sigma) and change‑management principles.
* Practical understanding of risk and control concepts (design vs. operating effectiveness; preventive vs. detective controls).
* Understanding of data protection and safeguarding considerations within process and information handling.

#### Desirable

* Awareness of charity governance and compliance considerations relevant to operational processes.

## Skills and Competencies

#### Essential

* Strong analytical and problem‑solving skills; able to translate insight into actionable, proportionate improvements.
* Excellent facilitation, communication and influencing skills across diverse audiences, including volunteers and frontline teams.
* High‑quality process documentation skills (SOPs, RACIs, Swimlane mapping); proficiency with process mapping tools (e.g., Visio, Miro).
* Confident with data and dashboards (e.g., Excel, Power BI/Tableau) to monitor KPIs and controls.
* Strong organisation and prioritisation; able to manage multiple initiatives and deliver to deadlines.
* Proficient Microsoft 365 skills (Word, Excel, PowerPoint, Outlook, Teams/SharePoint).

#### Desirable

* Benefits realisation and basic financial acumen to quantify and track efficiencies.
* Basic data querying skills for ad‑hoc analysis.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

**Job Group (internal use only)**

This role has been evaluated as a Lead Professional, please follow this link to view the [salary band](https://guidedogs.sharepoint.com/:w:/g/EVFk992JMPxKme5qkpDNIwcBg6ZhGdfXjIp14xBSvLQcxw?e=msrnqk).