

<b>Organisation:</b>	Luminate Education Group
<b>Primary Organisation Supported</b> <i>(only use this field for LEG service member of staff)</i>	Luminate Education Group
<b>Core Job Role:</b>	Business Support
<b>Job Title:</b>	Level 3 Apprentice Continuous Improvement Coordinator
<b>Reports to:</b>	Change & Transformation Manager
<b>Grade</b>	Level 3 Apprentice Rates
<b>Date of compilation:</b>	24.05.2024

### ROLE SUMMARY:

The Improvement Coordinator will play an important role in driving and supporting organisational change and continuous improvement initiatives. This position is aligned with the Level 3 Improvement Technician Apprenticeship Standard and involves applying Lean Six Sigma and other change methodologies to enhance operational efficiency and effectiveness across a variety of projects.

### SPECIFIC ROLE RESPONSIBILITIES:

#### 1. Change Management

- a. Engage with team members and stakeholders to drive change initiatives
- b. Provide coaching and support to peers on improvement methodologies
- c. Communicate improvement progress through appropriate channels

#### 2. Process Improvement

- a. Conduct exploratory data analysis and develop problem statements
- b. Utilise process mapping tools to visualise and analyse current processes
- c. Apply Lean tools such as 5S, Kaizen, and error proofing to identify and eliminate wastes
- d. Implement root cause analysis techniques like 5 Whys and cause-and-effect diagrams

#### 3. Continuous Development

- a. Conduct exploratory data analysis and develop problem statements
- b. Stay updated with the latest methodologies in Lean and Six Sigma
- c. Participate in continuous professional development activities

## **CORE RESPONSIBILITIES:**

### 1. Project Management

- a. Plan, manage, and implement improvement projects
- b. Develop project charters, Gantt charts, and status reports
- c. Identify and manage risks, ensuring timely delivery of projects
- d. Create business cases for proposed improvement activities

### 2. Data Analysis and Reporting

- a. Develop and execute data collection plans to gather performance metrics
- b. Use statistical methods to identify trends and variations in data
- c. Create control charts, Pareto charts, and other visual tools to support analysis
- d. Prepare and present improvement reports to stakeholders

### 3. Compliance and Safety

- a. Ensure all improvement activities comply with organisational and statutory regulations
- b. Promote a culture of safety, ensuring all activities align with health and safety standards

## **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminare Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

### **Few rules & clear boundaries**

*The ability to be creative, within areas of focus.*

### **Ownership & performance**

*Using our robust business planning model to allow areas to have clear ownership over their vision and remit.*

**Energy & enjoyment**

*Fostering an environment that enables our people and learners to be brave, interact and have fun.*

**Creative & reflective**

*Always hungry to learn and looking ahead to see what is on the horizon.*

**Passion & ambition**

*Encouraging all to think aspirationally, inspiring others to do the same.*

**Collaborative & responsive**

*Proactively seeking opportunities to create synergies and positive outcomes for all.*

## Person Specification

<b>Job Title:</b>	Level 3 Apprentice Improvement Coordinator
<b>Department</b>	Innovation & Development

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
D	Q1. L2 Functional Skills English or equivalent	A
D	Q2. L2 Functional Skills Maths or equivalent	A
<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
D	EK1. General understanding of compliance requirements including health and safety	A
D	EK2. Knowledge and some experience of IT and the Microsoft Office package of applications	A / I
D	EK3. Experience working within a large organisation with many departments and teams	A / I
D	EK4. Experience working in a project-based or operational role	A / I

D	EK5. Experience in working with a variety of stakeholders at different career levels	A / I
D	EK6. Experience in working with or defining problem statements	I

<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
D	SK1. Analytical skills with the ability to interpret data	T
D	SK2. Good communication and interpersonal skills	I
D	SK3. Ability to find positives in a situation and provide feedback in a positive, constructive way	I
D	SK4. Familiarity with building a range of charts and graphs, e.g. pie chart, line graph, etc.	T
D	SK5. An understanding of the principals of customers and customer needs	I
D	SK6. Adept at managing own time and work priorities	I

<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I
D	B6. Commitment to achieving results and attention to detail	I
D	B7. Ability to work effectively within a team and motivate peers	I
D	B8. Continuous improvement mindset and desire for personal development	I