



Job Description

JOB TITLE	Lead Implementation Specialist (Reepham, Norfolk)
REPORTING TO	Operations Support Manager (Head of Operations Support during maternity cover)
WORKING HOURS	Working hours are typically 9am - 5pm Monday - Friday although there is reciprocal flexibility to meet the needs of the jobholder and the business
PLACE OF WORK	Varying between the Reepham office and home

Role summary

The Lead Implementation Specialist position provides an exciting opportunity to be part of a team focused on continuous improvement and delivering change throughout all operational areas of the business.

The Operations Support Team collaborates with teams across the organisation to deliver innovative solutions to challenges our external and internal customers face. Whether that's in those first important moments when they contact us to talk to us about a potential holiday, confirming a booking, or on holiday or post-holiday support.

The team is based at the company's Group Services office in Reepham but works closely with teams across England and Wales to understand challenges and deliver company-wide change initiatives.

The Operations Support Team have 3 key goals when delivering solutions to the business;

- Operational efficiency
- Customer experience; internal and external
- Income generation

Key responsibilities

- Line Manager for Implementation Specialists in the Operations Support Team
- Accountable for the quality of the change initiatives delivered by the Implementation Specialists
- Build working practices and capabilities within the team to effectively deliver change
- Coaching team members to excel at delivering business change and providing an excellent internal and external customer experience
- Collaborate with the Support and Adoption Specialists to successfully roll-out change to the business
- Build relationships with key stakeholders to maximise alignment, collaborate on common objectives, manage expectations, and synergise for success

- Manage project pipeline and stakeholder communication
- Provide excellent experiences to our internal customers across all channels
- Occasional travel to other Original Cottages offices within the UK
- Responsible for continuous personal and professional development
- Compliance with applicable data and consumer protection legislation (EG GDPR, H&S, PCI, etc)

Responsibilities for everyone in the Original Cottages Family

- Support and promote the company’s purpose, vision and values, using them to underpin your working practice
- Work collaboratively, constructively and courteously with your immediate team and colleagues across the business
- Use IT systems and equipment effectively, in line with company policy and agreed best practice
- Adhere to all relevant workplace regulations, policies and procedures, including those relating to equality and diversity, health and safety and data protection
- Undertake any other tasks that may reasonably be requested, including contributing to business projects

Person specification - our perfect candidate...

Experience & knowledge

Essential	Desirable
<ul style="list-style-type: none"> ● 2+years of working in a project or change management ● 2+ years in Line Management 	<ul style="list-style-type: none"> ● 3+years of working in a project or change management ● 3+ years in Line Management ● Experience in Operational roles and/or environment

Skills

Essential	Desirable
<ul style="list-style-type: none"> ● Excellent communicator both verbally over the phone/video, in writing and face to face to all levels ● Ability to focus on the highest value priorities using a methodical and organised approach ● Data analysis ● Project and change management ● Coaching and developing team members ● Delivering high levels of customer service ● Team player who enjoys working as part of a wider team 	<ul style="list-style-type: none"> ● Using operational platforms to deliver service such as booking systems, phone/email/live chat etc

Qualifications

Essential	Desirable
<ul style="list-style-type: none">● GCSEs in Maths and English● Project Management	<ul style="list-style-type: none">● Green belt or higher in Lean Principles● Educated to A level or degree level

Personal attributes

Essential	Desirable
<ul style="list-style-type: none">● Polite, approachable, friendly, and honest● Ability to challenge others● Methodical and organised	<ul style="list-style-type: none">● Fun - our unofficial value!

Key Performance Indicators - how we measure success...

- Delivery on project key success measures e.g.
 - Customer/stakeholder feedback
 - Revenue generated
 - Efficiencies realised
- Impact on Operational performance as a result of work delivered
- ROI over an extended period of launch of initiatives
- Stakeholder feedback

Benefits

- Competitive rate of pay depending on experience
- 22 days holiday (including bank holidays) + your birthday
- Contributory pension scheme
- Training and development
- BUPA Employee Assistance Program
- Regular team innovation sessions and socials