

OPERATIONAL EXCELLENCE ANALYST

CONTRACT TYPE: Permanent

REPORTING TO: Operational Excellence Manager

DIRECT REPORTS: None

WHAT WE DO:

The Share Centre is an ambitious, fast paced and growing Company based in Aylesbury, Buckinghamshire. We pride ourselves on delivering top-quality customer service, for which we are multiple award winners. Our aim is to make investing simply easier. Founded in 1990, we enable the individual investor to buy and sell shares and stock market investments online.

We're committed to finding the best people to help us build our business, rewarding our employees with excellent benefits and proven career development opportunities.

In 2018 we were proud to be accredited a Silver Investors in People award, identifying us as a great employer, an outperforming place to work and for having a clear commitment to sustainability.

WHAT YOU'LL BE DOING:

As Operational Excellence Analyst, you'll be responsible for:

- Acting as the Customer Service & Investment Dealing change lead on business-wide Business Services projects, providing subject matter expertise on behalf of the department where appropriate.
- Supporting the delivery of a clear roadmap of change aligned to Business Services, and including all operational deliveries (including the 'Good to Great' programme) and other operational improvement indicatives as part of the operational action plan (outside of the main Business Services roadmap).
- Coordination and support to deliver of the Customer Service & Investment Dealing business process architecture and customer journey mapping, supporting wider business reviews and ensuring the WikiTrader knowledge base is kept up to date.
- Driving continuous improvement activity and root cause analysis in the Frontline Customer Service & Investment Dealing operation, utilising Lean/6 Sigma methodologies wherever possible to improve processes and reduce failure demand.

- Coordination and action of (with Frontline Team support) specific User Acceptance Testing support in collaboration with wider Business Services Team.
- Providing support to ensure that Compliance actions are delivered operationally across the operation.
- Working with the Training Manager, supporting the Customer Service & Investment Dealing to deliver the 30% over-skill training programme and ensuring alignment with Resolution & Quality planning roadmap.
- Ensuring that change is operationally executed and embedded in the Frontline Teams, with clearly devised operational readiness plans and evaluation of Associate understanding of change delivered.
- Participating in relevant CASS training throughout the year and ensuring relevant staff are aware of CASS through updated processes and procedures and on the job training.
- Whilst not directly involved in the operational running of the CS&ID 'shop', acting as an escalation point to validate any potential IT issues before these are escalated further.
- Interfacing closely with the Resolution & Quality Team, ensuring that feedback and insight found from quality monitoring are used to drive improvement initiatives.
- Providing support to the Operational Excellence Manager to ensure that a high performance culture is present within the Team.

WHO WE'RE LOOKING FOR:

We're looking for energetic, enthusiastic and motivated individuals who are passionate about providing excellent customer service in a lively and fast paced workplace.

You'll have proven experience in change management and continuous improvement and will demonstrate strong self-motivation, problem solving skills, creativity and initiative, as well displaying excellent attention to detail and accuracy.

You'll need to have a minimum of 2 years' experience in a similar role, alongside qualifications in change management and continuous improvement (for example, Prince 2, Agile, Lean and 6 Sigma).

You'll be confident and efficient with analysis tool and techniques, developing project plans and continuous improvement programmes.

IT skills in Microsoft Office, Word, Excel and Outlook will be supported by well-developed written and verbal communication skills.

A willingness to be a team player as well being an exemplary leader and role model.

As Operational Excellence Analyst you'll have the passion to do the right thing for the customer and a willingness to go the extra mile.

OUR BENEFITS & PERKS:

We offer a starting salary range of XXXXX per annum, alongside:

26 days holiday per year

Discounted onsite gym

Onsite free secure car and bike parking

Free discounts and offers platform with Perkbox

Employee support programme 24 hours a day, 365 days a year

8% Employer pension contributions (non-contributory)

Private healthcare

Life Assurance – (4 x salary)

Share Incentive Plan – an opportunity to buy shares within The Share Centre with the Company matching 2 shares for every 1 you buy!

Employee share account discount

Discretionary profit share bonus