

Operational Excellence Manager

Role Purpose

Our purpose at Instant is to help our clients to move their business forward faster. We do this by partnering with businesses of all sizes and providing consulting services, bespoke solutioning and subsequent delivery of workspace solutions. We specialise in ensuring innovative workspace solutions support a business's current needs *and* their longer term business strategy and in helping businesses inject agility into their workspace portfolios.

Reporting to the Group COO, this is a newly created position and the purpose of the Operational Excellence Manager's role is to work alongside process-owners to develop and improve operating processes across the business, enabling us to scale our operations successfully, optimise efficiencies, whilst mitigating and reporting on risk and compliance. It is critical that the role helps drive accountability and responsibility for processes throughout the business. The incumbent must have a commercial mindset which balances governance and best practice with nimbleness and agility as the business is fast moving, entrepreneurial, innovative and dynamic

Key Responsibilities

- Collaborating with process owners across different regional and functional teams to facilitate effective process development. Such development to align to business objectives and to support regional and business client-facing solutions, delivery, and contractual needs as well as internal operating requirements
- To mitigate, report and escalate risk and compliance effectively and to undertake regular reviews, ensuring that processes are in compliance with regulations and documentation is relevant and updated
- Defining, implementing, measuring, and improving standard work processes that will drive customer experience, operational efficiency and performance improvement. Analysing and improving existing processes to ensure consistently great customer outcomes.
- Reviewing processes end-to-end, through the eye of the business, customers, and other key stakeholders, and supporting the introduction of innovation/technology into the process, where appropriate and commercially viable, to deliver impactful results
- Developing a review and feedback mechanism to continuously improve and update our processes and ensure lessons learned and evolving best practice (including external best practices) are adopted
- Ensuring new processes are fully embedded and undertaking audits to confirm this post-implementation
- Constantly develop your personal toolkit of process improvement techniques, and actively share learnings across the business to support regional business accountability and a business-wide environment of continuous improvement

Experience

- 7+ years relevant business operations experience
- Extensive outsourced service delivery experience in a client-facing environment
- Demonstrable process re-/engineering experience
- Experience in a fast-paced, high growth environment, used to managing competing priorities
- Experience working as part of a multi-regional/global team
- Real Estate industry experience an advantage
- Experience of using LEAN or Six Sigma methodology an advantage
- Experience of improving processes through the use of appropriate technology and of owning technology roll outs
- Commercially astute and good working knowledge of Finance processes

Experience:

- Extremely strong organisational, planning and multi-tasking skills to deliver operational excellence and efficiency
- Excellent and effective communication (and listening) skills, both verbal and written (including excellent presentation skills)
- Flexible and adaptable approach to work, able to prioritise workload
- An analytical mind and comprehensive problem-solving skills to enable you to quickly get to the root cause of an issue and design practical and effective plans to resolve/improve them

- Leadership skills, including experience of leading/influencing teams and the confidence to communicate effectively with others to deliver required targets
- Great attention to detail to understand key operational processes, systems and technology
- A drive for continued learning through training opportunities and knowledge sharing to develop innovative solutions.
- A good decision maker, able to bring a healthy, balanced approach to business with a strong customer focus
- Ability to work cross-functionally with lots of stakeholders to drive critical business decisions
- Strong commercial understanding (legal and financial acumen)
- Advanced working knowledge of Word, Excel and PPT. Working knowledge of MS Project

Skills and competencies

As an organisation with our behaviours at the core of our culture the incumbent of this role will be:

- Relentlessly client focused: a passion for customer service and ability to inspire confidence in clients and stakeholders
- Ambitious for client and Instant and courageous in aiming to exceed expectations and can see future paths and options clearly
- Methodical, analytical with exceptional organisation skills including ability to prioritise and to take ownership
- Demands excellence
- Dynamic, proactive and high motivated
- Possess an instinct not to settle for the status quo
- Demonstrate resilience and flexibility through challenge and change
- Highly collaborative and thrive working as part of a team
- Able to cope & thrive in a fast paced, demanding, dynamic environment & culture, remaining calm & unflustered
- Able to deliver with accuracy and exceptional attention to detail
- Versatile and able to cope with multiple focus areas at once
- Decisive
- Committed to knowledge sharing proactively and developing team members and colleagues

Measures of success

KPIs:

- Client Net Promoter Score (NPS)
- Accurate and timely reporting (to be defined)
- Auditable information trail
- Specific KPIs will be determined in line with agreed business priorities

Key stakeholders: COO, CFO, Legal Counsel, Regional and Business MDs

About The Instant Group

The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients. Instant help their clients to move their business forward by providing insight on the real estate market and creating and delivering bespoke workspace solutions. Instant put their customers' business at the heart of the workspace solution and specialise in injecting agility and flexibility into solutions, reducing cost and driving enterprise performance. Instant delivers solutions for FTSE 100, Fortune 500, and SME clients. Instant has offices all over the world and clients in more than 150 countries and is a market leader in flexible workspace. Its listings'

Job Description

platform [Instant Offices](#) hosts more than 15,000 flexible workspace centres across the world and is the only site of its kind to represent the global market.

In 2019 Instant acquired Incendium Consulting Ltd, an independent corporate real estate consultancy that provides large real estate services procurement, consulting, talent and change management programmes to blue-chip clients. Together, Instant and Incendium give clients access to independent market-leading consultancy, world class data and delivery options that transform their approach to workplace in what is a truly distinct offer in the market.

It's not all noses to the grindstone though; this is a dynamic place to work, where colleagues solve challenges and grasp opportunities together and support one another. With a common purpose that glues the organisation together, everyone is pulling in the same direction with a truly client centric focus. We are proud of our differentiated client approach, exceptional people and growth record. We are committed to offering a great place to build a career.

