



## Job Description

<b>Service</b>	<b>Catalyst Support Limited</b>
<b>Job Title</b>	<b>Organisation Design Consultant</b>
<b>Reports to</b>	<b>CEO</b>
<b>Base</b>	<b>Guildford or Woking TBC</b>
<b>Salary</b>	<p><b>£45,000 FTE</b></p> <p><b>Fixed term 6-9 months</b></p> <p><b>21 hours = role would be 6-9 months</b></p> <p><b>35 hours = role would be up to 6 months</b></p>
<b>Closing Date</b>	<p><b>Closing date: 23rd November</b></p> <p><b>Interview date: 2nd December 12-4pm</b></p>
<b>Charity</b>	<p><b>It's not just about what we offer, but how we offer it.</b></p> <p>Catalyst is a non-profit organisation working with people to support their health and wellbeing.</p> <p>Established in Guildford for over 30 years, we provide services alongside a variety of statutory and VCSE colleagues in Surrey and its borders.</p> <p>We believe change is achievable when offered by a flexible, respectful, inclusive and a non-judgemental approach.</p> <p><b>Our values are Kindness, Integrity and Commitment.</b></p>
<b>Purpose of Job</b>	<p>This role is crucial to the strategic direction of the organisation in light of significant growth and staff changes. This role will sit as a member of the Senior Leadership Team reporting directly to the CEO.</p> <p>This individual will analyse the current structure, in relation to the strategy and staff engagement feedback, work across departments to map out current processes and create a 'future blue-print' for the organisation.</p> <p>This work is dependent upon understanding and analysing existing processes, their purpose, and measuring the effectiveness of existing practice and identifying positive and valuable changes.</p> <p>This position recommends, implements and supports actions that bring about improvements with the overall goal of delivering more efficient, effective, and safe ways of working.</p>

**Key Activities:**

- Understand the charity's objectives, mission and strategic aims to identify opportunities for operational improvement.
- Engage directly and collaborate with senior leadership and other departments to map existing process' to including the facilitation of workshops, project sessions and interviews with staff, volunteers and/or clients.
- Utilise your skills in the areas of structured problem solving, business analysis, analytics, design thinking and process mapping to identify efficiencies and opportunities for improvement
- Regularly review and feedback to Senior Leadership Team and Trustees on progress
- Create a timeline of organisational roll out, recommending changes and measure progress towards strategic improvement plans
- Prioritise work and manage initiatives through to conclusion, measuring their success

**General terms of reference:**

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required which will include evening and weekend work.
- Seek to improve personal performance, outcomes, contribution, knowledge, and skills.
- Participate in Management, Trustee Board and other work-related team meetings, appraisal, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and identify good practices where appropriate.
- Contribute to maintaining safe systems of work and a safe environment.
- Represent Catalyst at external agencies/meetings and support the values, workings, and ethics of the Catalyst approach to client work.
- The ability to travel flexibly across different sites in Surrey. If holding a full UK driving licence, to have regular access to a vehicle and business insurance is a necessity.
- Undertake other duties appropriate to the grade of the post.

## Person Specification

	Essential	Desirable
<b>Qualifications and experience</b>		
To qualify for the role, you must have at least 3+ years (Senior Consultant) or 5+ years (Manager) in one or more following areas: <ul style="list-style-type: none"> <li>• Process Mapping</li> <li>• Operating Model Design</li> <li>• Organisation Design</li> </ul>	✓	
Project Management Professional qualification and/or recognised Process Improvement Certification (e.g., Lean Six Sigma Black Belt (diploma level or above)		✓
Experience of delivering transformation projects focussed on Operating Model and Organisation Design.	✓	
Experience delivering projects across areas such as strategy, operating model design, lean process improvement, or agile design transformation and delivery	✓	
Experience of facilitating process mapping for the capture of both current and future state business processes	✓	
Experience of working with Senior Leaders	✓	
Experience of working across departments to deliver projects	✓	
Experience of co-production/working with clients in designing, delivering, and evaluating services.	✓	
Experience of delivery workshops with staff and/or clients	✓	
<b>Skills</b>		
A drive and passion for continuous improvement with experience of motivating and leading teams	✓	
Self-motivated, deadline-driven, highly organised, and able to multitask	✓	
Strong analysis, presentation, and requirement gathering / process mapping skills.	✓	
Exceptional problem-solving ability including logical reasoning, creative and system thinking	✓	
Active listener who can understand large, complex processes and is proactive with attention to detail	✓	
Ability to communicate complex ideas effectively, both verbally and in writing	✓	

## Person Specification

Engaging and personable in character with the ability to collaborate, negotiate and influence at all levels while maintaining positive relationships	✓	
Ability to work collaboratively and professionally under pressure	✓	
Excellent written English and attention to detail, in all forms of content	✓	
Manual dexterity to use computer keyboard and mouse.	✓	
Proficient in Microsoft Word, Outlook, Excel and PowerPoint	✓	
<b>Knowledge</b>		
Knowledge of core organisational design and process mapping methodology	✓	
Knowledge of the Health and Adult Social Care Sector		✓
Knowledge of the Charitable Sector		✓
Knowledge of core outcome measurements and research	✓	

## Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject to grievance and/or disciplinary procedures.

**This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.**

Amendments: This job description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.