

Company Name: Sun Life Vietnam

#### JOB DESCRIPTION

PositionTitle	: Assistant Manager, Brighter Way	Date	: 03 Oct 2017
Job level	: GCF 5.2	Department	: Brighter Way
Reporting Manager Title	: Head of Brighter Way Vietnam	BU/Division	: Operations – Business Excellence

**Job Purpose** In 2-3 sentences, please provide a summary of the purpose and objective of the job.

- As part of the Brighter Way (BW) - a continuous improvement program, the Assistant Manager, Brighter Way will lead and take part in executing the Brighter Way framework to create a high performance culture, improve productivity and expense discipline, and intensify customer focus. Pursuing the perfection, BW consultant will play many roles as a coach, a trainer, an implementer, a subject matter expert, and a business analyst to actively build the capability of our employees as problem solvers and our leaders as coaches, instill a client-focused, continuous improvement framework and mindset across all levels of employees, and enable collaboration and prioritization of continuous improvement ideas across boundaries, creating capacity, optimizing resources, engaging employees and improving our client experiences.
- Working under the Head of Brighter Way Vietnam, Sun Life Vietnam, alongside the regional Brighter Way office, in-country Business Excellence team, PMO team and with other partners, the candidate is responsible to increase continuous improvements implemented, benefits realization, conduct training and deliver process improvements / Brighter Way activities focusing on efficient flows and client satisfaction.

#### Major Accountabilities

Identify 5-6 major accountabilities. Describe these accountabilities by what is to be accomplished, how and why. Include the approximate percentage of time spent on each accountability. Use action verbs to begin each statement. Avoid the use of acronyms.

- Offer a common and consistent approach to continuous improvement, one that is scalable and repeatable across the organization. Facilitate the sharing of knowledge and practices amongst change agents in the business in order to promote a culture of continuous improvement. Ensure A ready-to-use, fit-for-purpose, curated and branded set of tools that people can access and use to drive CI projects. A common and shared language around business improvement and innovation concepts (e.g., Lean, Six Sigma, Design Thinking, Agile, etc.)
- Provide organization-wide visibility of the current portfolio of continuous improvement efforts. Help track progress and value from these efforts in order to help decision makers allocate resources and recognize success. Have enough visibility of the results of company-wide improvement and innovation efforts to make portfolio-level decisions on resource allocation and further investments in similar initiatives. Access macro-level analytics on improvement and innovation efforts in order to help develop and refine future strategy.
- Provide training, coaching and facilitation support to individuals and teams so that they are better equipped to drive their improvement efforts for themselves: Introducing new tools, skills or methodologies to the organization; Ongoing support for change champions as they apply their newly acquired skills in pursuing improvement efforts (i.e., Lean or Agile coaching, project management, problem solving, process analysis); Facilitation of “group processes” (e.g., opportunity finding, framing, problem solving, decision making, team “look backs”, etc.) in support of CI efforts.
- Facilitate access to talented individuals and teams for customers who require specific content knowledge and/or capabilities relevant to their continuous improvement program: Gaining access to specific knowledge or technical expertise to address a specific problem; Gaining temporary access to people with specific functional experience to help develop or configure a solution; Accessing relevant experiences with similar CI challenges elsewhere in order to reduce the cycle time from opportunity identification to value realization.
- Help provide ‘boots on the ground’ support for our customers’ continuous improvement efforts, and also stay there until the work can be sustained by the operation: help business to access additional

resource capacity to pursue CI opportunities; help finding resources with experience in navigating the challenges encountered on longer-term change journeys.

- Coordinate project status reporting. Prepare necessary management reporting that are focusing on actionable insights for management to drive actions to facilitate meeting of project objectives. Work closely with Finance, the Country PMO, and Project Sponsor to ensure project benefits and costs are clearly validated and documented in Business Case, and track the progress of benefits realization accordingly.
- Provide guidance on Brighter Way Management System Methodology (BWMS). Continue improvement in Vietnam with best practices, tools, and templates.
- Participate in the planning and execution of strategic projects upon management request.
- Maintain proper documentation of project information and deliverables for CI, including capturing all qualifying projects in CI Inventory with updated information.
- Coordinate regular BW activities including – Asia meeting, BW Forum, and conduct of BW training.
- Assist the Head of BW Vietnam to oversee the records management activities in Vietnam and ensure their compliance with regional standards. Develop and maintain the Vietnam operating guidelines. Ensure that necessary management reporting, communication and training programs are developed / conducted. Escalate issues and risks appropriately.
- Assess the performance and capability of processes and partner groups (throughput, cycle time, productivity, waste, etc.)
- Identify opportunities and champion proposals for improvement (process analysis, business case)
- Design efficient and effective process solutions (value streams, workflow, metrics, etc.)
- Manage the controlled deployment of process and operational changes (pilots, change control, minimize go-live risks, etc.)
- Conduct Kaizen events and facilitate problem solving sessions with partner teams
- Deliver training sessions and provide coaching to partner teams

**Performance Indicators (if necessary)**

**Finance Metrics** (If relevant, describe type and amount (e.g. size of budget managed, revenue, etc.)

NA

**Sales Metrics** (If relevant, describe type and amount.)

NA

#### Skills

- Operates with a strong understanding of the economics linking inputs to outputs and the value proposition of any work undertaken.
- Experienced with Customer Value Stream mapping, Swim Lane Process Mapping, Metrics-Based Process Mapping, Lean methodology, problem solving.
- Builds context by pushing beyond "how things are done" to understand "why" and uncover the underlying principles shaping the business.
- Optimizes operational productivity (eliminate waste, etc.) and management system effectiveness (value stream alignment, continuous improvement, etc.).
- Drives for change through a strong ability to influence business partners and execute ideas through to completion.
- Familiarity of running projects within the financial services industry, and preferably within the insurance industry.
- Project Management / Change Management skills and experiences.
- Good knowledge of functions of Project Management Office including experiences in process definitions.
- Sensitive to team dynamics.
- Communication skills, both orally and written, that create a positive impact with the ability to influence and direct people through structured dialogue. Ability to communicate across boundaries to project teams and stakeholders.
- Comfortable in dealing with issues / situations which might be nebulous, intangible, or unstructured.
- Organization skills with ability to adhere to and follow systems and processes.
- Ability to work under pressure with good time management skills. Ability to set priorities and work independently with minimal inputs from supervisor.
- Expert at managing workloads through task management, planning and organizing, and through systems and technology.
- Experience in computer programming (website maintenance, database) is preferred.

#### Knowledge

- Well experienced in running business and / or IT projects, preferably within the financial services industry.
- Experience of managing and supporting multiple concurrent projects or programs, preferably with exposure to regional projects.
- Experience of business process analysis and business analytic is preferred.

**Education and Experience** Indicate the minimum education and experience required to perform the work. Include specific professional designations, licenses, registrations, etc. required to perform the job.

- University degree.
- Industry recognized project management certification would be beneficial, but not compulsory when replaced with extensive experience (Prince 2 or PMI).
- Insurance based qualifications such as LOMA or CII also beneficial.
- Minimum bachelor's degree and 6 to 10 years of relevant experience
- Hands-on knowledge and training of Six Sigma, Lean, CMMI or other process improvement methodologies preferred.
- Expert level knowledge of MS Excel, MS PowerPoint, MS Project, and MS VISIO.

#### Management Scope

0 Total number of direct reports

0 Total staff managed (direct and indirect)

Prepared By: Head of Brighter Way Vietnam

Date: 03 Oct 2017

Approved By: \_\_\_\_\_

Date: \_\_\_\_\_