



## Operational Excellence consultant

**LAVA** is a management consulting firm focusing on the utilities' market and its ecosystem. Covering all aspects of the business value chain and its support functions, **LAVA** helps organisations in their business transformation and performance improvement endeavours. We deliver services with bright, experienced professionals and strive for continuous client satisfaction. To join our team and sustain our growth, we are looking for an Operational Excellence Consultant.

### Your role

You contribute to the improvement of the core processes and the organisation of our clients:

- You analyse business processes and systems and map opportunities for improvement
- You develop an action plan and take the lead in the implementation of improvement programs
- You consult with the relevant stakeholders and guide them through the change and improvement process
- You act as a sounding board and trusted advisor for your client
- You ensure a continuous monitoring of the progress of the process and the results

### Your profile

- You can look back on at least 3 years of experience as operational excellence consultant or advisor in a service environment (for example banking, insurance, telecom, etc) and ideally you also have experience with applying these principles in other industries
- You have experience with setting up, leading and implementing improvement programs and transformations throughout the entire life cycle (from mapping issues, definition of a roadmap, detecting points for improvement to implementation) and on different

dimensions (process efficiency, customer focus, performance management, organisation, skills & mindset)

- You have knowledge of operational excellence methodologies such as Lean/Lean Six Sigma and you have applied multiple tools in the context of transformations
- Credibility at all organisational levels, from C-level to the people in the workplace
- You have an analytical and pragmatic mindset, you can easily identify and quantify issues and detect the root causes
- You are a focused team player and a good listener
- You are a coach that can guide both employees and managers at the client in the new way of working and you can also coach colleagues throughout the delivery of our projects
- Structured communicator who can deliver a message in a clear way
- Fit with the values of **LAVA**: entrepreneurial spirit, drive, reliable, respect, growing together
- Ambassador of **LAVA**'s qualities: expertise, listening to clients, bring effective results, master change and knowledge management, and attract good people
- You communicate fluently in Dutch, French and English
- You hold minimal one master's degree

## What we offer

In order for you to be successful, **LAVA** provides an innovative, professional habitat. Our colleagues are being challenged in projects, workshops and open discussions. We offer career paths that reflect the needs of our business, aligned with individual needs, aspirations and life stages. Our total rewards package includes a range of market-relevant benefits. You enter a fun, inspiring team.

## How to apply?

If you are interested in working with our highly talented and motivated team, and think you fit the profile outlined above, we would love to hear from you. Please send your detailed resume, demonstrating your experience and skills to [lava-jobs@lava-consulting.be](mailto:lava-jobs@lava-consulting.be)