

Business Improvement Specialist

Job Title: Business Improvement Specialist

Reports to: Managing Director / Head of Department

Location: Limavady, Northern Ireland

Why Join Us?

At Seating Matters, we put our people first. Our culture is built on positivity, respect, fun and genuine appreciation for every team member. Join a company recognised for innovation and an exceptional workplace environment, with a clear commitment to employee growth and overall support.

Welcome to Seating Matters

This is an exciting opportunity to join the award-winning Seating Matters team. At Seating Matters, we design and manufacture clinical, therapeutic seating for patients and caregivers, selling our products throughout the UK & Ireland, Canada, Australia, and the US. Our products help change lives all over the world, and you could be a part of that. Having won the 'Irish News Workplace and Employment Awards Team of the Year 2024', we continue to be recognised for our innovation and workplace culture, making now a great time to join our growing team.

The Role

Drive transformative commercial improvements through data-powered insights, AI-driven analytics and process innovation. In this role, you will elevate commercial performance across Seating Matters and Tierco group companies by optimising processes, enhancing data visibility and leveraging digital tools and AI technologies. You will lead and coach cross-functional teams to make the best use of technology and AI analytics, delivering actionable insights through system enhancements and automation to unlock efficiencies, profitability and sustainable commercial growth.

Key Responsibilities

- Drive continuous commercial and operational improvements with a strong focus on Lean principles to reduce waste, streamline processes and enhance efficiency across the business through data-driven and AI-augmented insights.
- Lead improvement projects end-to-end, collaborating with teams across customer service, operations, finance and IT to deliver measurable commercial impact by leveraging advanced analytics and AI technologies.
- Develop and maintain automated dashboards, reports and workflows using tools including HubSpot, Sage, Excel, Power BI, Power Automate, and our in-house system Entire.

- Use SQL and AI-enabled data extraction and analysis to interpret data from databases, supporting automated reporting and identification of business performance improvement opportunities.
- Drive adoption and embed new AI powered processes and digital tools through training, documentation and ongoing support for relevant teams.
- Establish strong engagement and cross-departmental collaboration to ensure improvements meet business needs and sustain performance gains.
- Document, track and communicate outcomes and benefits from improvement initiatives to senior leadership.

Essential Criteria

- Proven background in business improvement, data analytics or commercial process engineering with a strong data, AI and technology orientation.
- Proficient in systems such as HubSpot, Sage, Excel, Power BI, Power Automate and custom in-house systems, with experience leveraging AI-based analytics and automation tools.
- Skilled in SQL, experienced in writing complex queries to manage and analyse relational databases, complemented by familiarity with AI-driven data extraction and interpretation techniques to support data-driven decision-making.
- Strong analytical mindset with the ability to translate complex data into actionable commercial insights.
- Proven ability to lead end-to-end business improvement projects and cross-functional teams, delivering measurable commercial impact through technology and AI adoption.
- Expertise in process mapping, problem-solving and continuous improvement tools.
- Excellent communication, stakeholder management and training skills to influence and embed change effectively.
- Demonstrated project management capabilities with a track record of delivering results on time and within scope.

Seating Matters DNA

We are driven by growth, never give up, and have a servant's heart. These core values are integral to our success and shape everything we do. They ensure that we continuously strive for improvement, persist through challenges, and prioritise the needs of our customers and team members. Joining us means embodying these values and contributing to a positive, dynamic work environment.

Employee Benefits:

- Annual bonus
- Free parking
- Onsite gym
- World-class facilities
- Monthly lunch
- Team building activities
- Birthday off
- Free fresh fruit
- Coffee machine
- Free uniform
- Skills development opportunities

- An environment where your ideas count
- Guaranteed long-term employment

If you think you fit the bill, send your application to careers@seatingmatters.com as soon as possible! We can't wait to hear from you!

Package

A competitive package will be available to reflect the candidate's experience and the importance of this role to our long-term global growth ambitions.

To apply for the above role, please email your CV with a short cover letter to careers@seatingmatters.com