



| | |
|------------------------|---|
| JOB TITLE: | Business Process Improvement Analyst |
| REPORTING TO: | Business Improvement Manager |
| DIRECT REPORTS: | None |
| JOB LOCATION: | Woolpit |
| JOB PURPOSE: | To drive a continuous improvement culture by undertaking ‘as-is’ processes analysis. Identify innovative solutions which provide ‘future state’ processes, a unified user experience and enable business efficiencies, improve productivity and performance across the Group. |

Responsibilities

- Work cross functionally and with stake holders to review current processes, analyse root cause defects and advise on possible business improvement to enable efficiencies, improved productivity and appropriate cost savings.
- Document “as-is” workflow processes to enable identification of the current process, key milestones, and opportunities for process optimization.
- Design “to-be” workflows, process strategies, and provide documented flow charts to enable implementation of opportunities identified.
- Act as a change agent to install lean methodology by ensuring simplification and streamlining for the end user and ensuring consistency.
- Lead and work with stakeholders on solution implementation to ensure new processes are successfully embedded.
- Report on project updates in a timely manner to ensure all stakeholders are appropriately communicated with and informed on the status of project projects.
- Any other duties as required by the manager.

Person Specification

| Criteria | Essential | Desirable |
|----------------------------------|---|--|
| QUALIFICATIONS | | Further Education qualification in business studies. |
| EXPERIENCE/ KNOWLEDGE | Documenting process flow diagrams Problem solving and improving processes Identifying and implementing changes Demonstrable evidence in efficiencies/time savings (personal or professional) | Previous work experience as a Business Analyst or in a process improvement role with strong analytical and client focused problem-solving experience. Knowledge and confidence in the use of PowerPoint, Word, Visio, SharePoint and other programmes is essential. |

| | | |
|-------------------------|---|--|
| | | Proficient in Excel including but not limited to pivot tables, lookups, charts and Excel functions. |
| ABILITIES/SKILLS | <p>Clear and articulate communicator both in writing and verbally to liaise with colleagues at all levels.</p> <p>Ability to make judgements and decisions, ensuring attention to detail to enable the planning and management of complex projects.</p> <p>Good initiative to improve processes, manage own workload and solve problems.</p> <p>A positive can-do attitude to ensure high levels of customer service and to work cross functionally building relationships.</p> <p>Ability to train and coach others and share best practice.</p> | Ability to data mine large volumes of data using Excel and other tools to provide meaningful analysis and reports, ensuring timelines are adhered. |
| EMPLOYEE LEVEL | Team member (non-managerial) | |

