

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)	