L&Q Group

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| Role title | Business Process Analyst | | | | | | | Date | | | 27/05/21 | | |
| Reports to Title | Head of Business Improvement | | | | | | | Version | | | V1.0 | | |
| DBS Disclosure Required: | Yes |  | No | X | Standard |  | Enhanced |  | | Enhanced + | | |  |
| Responsibility for End Results | | | | | | | | | | | | | |
| In collaboration with the business, establish the operational processes required to support the implementation and delivery of reliable, consistent, repeatable and efficient services and solutions. | | | | | | | | | | | | | |
| *Key Responsibilities / Deliverables:* | | | | | | | | | | | | | |
| Main Accountabilities: List the major activities or functions necessary to achieve the job’s end results. | | | | | | | | | | | | *Time (%)* | |
| 1. Leadership and service delivery   * By leading the capture and documentation of existing business workflows and processes using a range of techniques to identify root problems. The role should identify opportunities for learning, operational improvement and greater standardisation. * Uses internal and external sources of data and insight to understand the impact of current and proposed service and process design changes on customers and colleagues * Develops lean service designs that result in improved process flows that are customer and colleague focussed and embed the required internal controls * Designs business workflows and processes, acting as the primary business proxy providing process management input, expertise, and direction * Supports the implementation and monitoring of process change | | | | | | | | | | | | 50 | |
| 2. Strategy/ achieving objectives   * Uses L&Q’s corporate strategy and plan, industry research and also business change delivery experience, to influence and inform the desired target operating model to support the programme * Supports the implementation and embedding of related aspects of the corporate plan into the deliverables of the programme to ensure strategic goals are met * Contributes to the development of solutions that will deliver against the 5-year corporate strategy, identifying relevant metrics and key indicators to measure the effectiveness of agreed solutions | | | | | | | | | | | | 5 | |
| 3. Working with others – internal   * Partners with the product owner and business analyst to ensure user stories are fully elaborated and ready for development. * Partners with Solutions Architect to ensure that technical designs are fit for purpose and will enable the right support to the targeted processes. * Supports the creation of colleague and customer communications and briefing/update collateral to enable the effective embedding of the agreed change * Works and communicates effectively with a broad range of internal stakeholders at all levels | | | | | | | | | | | | 20 | |
| 4. Working with others – external   * Works with external stakeholders and partners to ensure process-based requirements are understood and being met in any tender response, service design or implementation * Acts as a point of liaison between technology partners and the business where required on matters where a 3rd party solution determines the behaviour(s) of a process | | | | | | | | | | | | 10 | |
| 5. Budgetary responsibility   * No direct budget responsibility | | | | | | | | | | | | 0 | |
| 6. Compliance   * Ensures that the relevant regulatory, legal and governance requirements are built into agreed solutions and the delivery of those. In particular, relevant housing legislation, data protection and the Social Housing Regulator’ economic and consumer standards, and health and safety legislation | | | | | | | | | | | | 3 | |
| 7. Records and systems   * Maintains the necessary relevant Trust records and systems. * Clearly documents agreed workflow and process solutions, so they can be interpreted into appropriate policies, procedures and IT solutions that meet the needs of the business and L&Qs customers. * Maintains documentation in line with agreed Delivery and Assurance approach, including filing, document and version control and GDPR / Information Security requirements | | | | | | | | | | | | 7 | |
| 8. Risks   * Manages risks associated with areas under the jobholder’s control. Escalate risks to the relevant Project or Programme Manager or Head of Business Improvement as necessary. | | | | | | | | | | | | 5 | |
| Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.  N/A | | | | | | | | | | | | | |
| People Responsibility:  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | | | | | | *Direct Reports* | | *Indirect Reports* | | |
| Total Employees | | | | | | | | | 0 | | 0 | | |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | | | | | | | | | | |
| N/A | | | | | | | | | | | | | |
| Technical Knowledge/Skills | | | | | | | | | | | | | |

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| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | |
| Experience of documenting process-based requirements for a solution via user story constructs and involvement in their refinement and prioritisation. | Experience of process adoption of Building Information Management or Enterprise Asset Management |
| Experience in leading and applying Lean Process improvement techniques. Relevant BPMN qualification desirable. | Experience of supporting the deployment of business change as a result of new or modified business processes (UAT, training, benefits realisation tracking) |
| Must be able to demonstrate robust problem solving, and highly effective process analysis skills | Core project management skills and experience desirable. Familiarity with Agile (Scrum) working practices desirable |
| Negotiation & influencing skills: Possesses capability to actively listen, negotiate, challenge and influence at all levels. | Highly effective communication and presentation skills – evidence of multi stakeholder engagement. Write documents, using natural language simply, clearly, unambiguously, and concisely. |
| Competent in organising and planning own work schedules and deadlines | Competent with standard Microsoft Office and Visio with an appreciation of a wide range of other applications/systems that aid virtual workshops |
| L&Q Values | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. This role is expected to demonstrate the values (being “the change we want to see”) and helps nurture and encourage the right behaviours in colleagues. | |
| * People - We care about the happiness and wellbeing of our customers and employees | |
| * Passion - We approach everything with energy, drive, determination and enthusiasm | |
| * Inclusion - We draw strength from our differences and work collaboratively | |
| * Responsibility - We own problems and deliver effective, lasting solutions | |
| * Impact - We measure what we do by the difference we make | |
| Other | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | |