

Job description

Job Title: Business Process Analyst

Location: Head Office, Abingdon

Department: Transformation

Position Reports To: Finance & Transformation Director

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 280 employees and is pursuing ambitious growth plans.

Purpose of the job

As Business Process Analyst, you will play a key role in helping the business to understand and design its core end to end business processes. You will work with Process Owners and senior stakeholders across the organisation to create insightful process diagrams and help identify opportunities for improvement.

Key Accountability & Responsibilities

Business Process Management

- Design and document Gigaclear's core end to end business processes
- Help set-up and manage a process repository to document, design and govern business process
- Work with Process Owners, SMEs and Stakeholders reviewing and documenting end-to-end processes
- Enhance and champion the use of process governance across the business and the need for documentation and process controls
- Help to develop Gigaclear's own business process framework
- Provide process support to transformation and change initiatives
- Support Technology teams with process designs

Process Performance Measurement

- Establish process KPIs to identify and improve the outcomes of organisational and operational processes to improve efficiencies, reduce costs and enhance customer experience
- Support the design and introduction of tools to automate process KPI measurement
- Deliver process dashboards and reports to demonstrate performance of business processes
- Analyse process performance by monitoring KPIs and running simulations to highlight opportunities to Process Owners and the business for improvement

Process Improvements

- Promote a continuous improvement culture within the business
- Support the introduction of a continuous improvement framework
- Identify process improvement opportunities for assessment
- Research best practice, processes, methodologies and approaches to service continuous improvement and apply to practice.

Process Governance

- Maintain the integrity of the process repository
- Ensure process models conform to best practice standards e.g. BPMN 2.0
- Introduce and oversee a mature business process management framework
- Introduce controls around process approval, publishing and version control

Knowledge & Skills

- Strong process analysis and documentation skills using recognised standards
- Working experience of process notation (e.g. BPMN 2.0) and process repositories (e.g. Signavio, Bizagi, Camunda, Kissflow etc.)
- Good knowledge of ITIL v3 process management flows and terminology
- Deep knowledge of process frameworks (BPM, APQC, ITIL, COBIT, etc.), as well as Lean and Six Sigma process improvement methodologies
- Demonstrates capability in process mapping, evaluation and development
- Ability to plan and facilitate workshops and meetings to deliver an agreed outcome
- Strong customer service, analytical, research, interpersonal and problem-solving skills required
- Good track record for innovation and measurable process improvements
- Good presentation and communications skills across multiple levels of the organization, including senior management.
- Strong inter-personal skills and abilities in managing stakeholders and matrix teams
- Clear and concise communication skills both upward and within the team
- Ability to work in fluid, high-pressure environments and on multiple projects to tight deadlines

Qualifications & Accreditations

- BPM Certification (AIIM BPM, ABPMP) desirable
- BA Certification (CBAP/CCBA, BCS BA Certification, PMI-PBA) desirable
- BPMN 2.0 certification or other process mapping accreditation is desirable
- Be working towards or possess a Lean Six Sigma Green/Black belt qualification is desirable
- Possess good IT skills Excel, Visio, Word, PowerPoint, MS Office 365

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises



Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.

Gigaclear is not currently engaging with any external recruitment agencies or suppliers for this role. Gigaclear has a preferred supplier list of Agencies / Suppliers with whom T&Cs have been agreed and Gigaclear will only accept CVs from these suppliers for roles we have formally requested they work – this request will come from a member of the HR team. Any speculative CVs submitted without this request will be deemed property of Gigaclear and may be engaged with directly without Gigaclear being liable for any “introduction fee”.