

## ***Process Analyst Job Description***

### *Personal Spec*

Sitting within the process team, the primary purpose of this role is to support the business by providing process analysis services, either as a stand-alone piece of work or as part of a larger project. By documenting and analysing business processes, informed decisions can be made on improving them.

### *Personal Spec*

Previous experience of process/business analysis including defining operating models, designing new processes and their validation, understanding drivers for change and articulating high level IT requirements

Good listener and natural leader

Facilitation skills at every level to ensure wide understanding and buy in to business processes

Good interpersonal skills, strategic thinker

Ability to simplify complex things for wider understanding

Can create and use pictures, structures and frameworks which are visually appealing and make sense

### *Duties & Responsibilities*

Facilitating the re-design of business processes including clarifying, identifying issues and facilitating changes to attain the highest levels of customer service, efficiency, control and compliance

Identifying the root of business problems and creating strong and rational business cases for change/no action

Preparing detailed documentation (process diagrams & reports)

Facilitating sessions with customers to identify process improvements

Helping develop training courses, workshops and methods to support process management

Finding ways of re-using the process information to support other key business activities – e.g. business continuity, control self assessment, understanding risk, training and knowledge development