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| **ROLE DESCRIPTION: Process Improvement Analyst** | | |
| **Reports to:**  Project and Business Improvement Manager | **Responsible for:** | |
| * Working collaboratively with the business and process owners to monitor, evaluate and improve our processes. * Applying professional standards and practices to lean service reviews, service design and process mapping * Developing and implementing optimised processes and procedures to enhance efficiency, effectiveness and customer satisfaction. | * Develop process documentation and guidelines, including standard operating procedures and workflow diagrams and support process managers with developing these. * Supporting process owners to ensure that our processes are current & relevant in line with changes in service delivery, legislation & our working environment. |
| **Role purpose:** | | |
| In alignment with Karbon’s mission to provide a strong foundation for life the Project and Business Improvement team is critical to the Enablers of Success.  This role will focus on partnering with teams across the business in order to ensure our operations are effective and efficient and deliver the best possible customer experience. Working with operational leads (process owners) you will seek to continuously improve our services and processes and develop solutions that allow for improved efficiency or increased effectiveness and improve our key KPIs, with a real focus on our customer experience and value for money metrics. They will collaborate with process owners, other internal stakeholders and customers to define, document, assess, and scrutinize the business processes and then identify areas for potential improvement. They also ensure processes are aligned with organizational objectives and guidelines and regulatory requirements. They will manage and maintain process documentation protocols.  Applying professional standards and practices to lean service reviews, service design, and process optimization, with a people, person and tech principle when developing solutions and improvements. Ensuring we drive value for money and risk is managed effectively. | | |
| **Key responsibilities:** | | |
| **Teamwork:** | | |
| 1. Contribute to the success of your team through the delivery of Business Improvement Services, as a member of the Project and Business Improvement Team 2. Collaborate closely with, and support others in the team, creating a team environment that enables everyone to perform at their best 3. Act as a role model for the Group’s values and culture. 4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans. | | |

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| **Delivery:** |
| 1. Collaborate with stakeholders to design and execute process improvement initiatives aligned with organisational goals. 2. Using Lean service review and other modern service design methods to elicit, analyze, and document business requirements, customer journeys and process. 3. Analyse current business processes, workflows and procedures to identify areas for improvement. 4. Conduct thorough data analysis and process mapping to identify obstacles, inefficiencies and opportunities for improvement. 5. Provide constructive advice and guidance to stakeholders to optimise operational processes and improve customer experience. 6. Collaborate with relevant operational leads (process owners) to develop gap analysis, root cause analysis, understand performance trends and identify improvement opportunities and initiatives. 7. Develop and implement optimised internal and customer facing processes and procedures to enhance efficiency, effectiveness and customer experience. 8. Collaborate with cross-functional teams to implement process changes, ensuring smooth transitions and minimal disruption to operations. 9. Monitor and evaluate the effectiveness of implemented process changes, measuring key performance indicators and making necessary adjustments for continuous improvement. 10. Communicate with stakeholders to ensure alignment on proposed changes. 11. Deliver process audits and evaluate the effectiveness of implemented process changes, gathering feedback and making necessary adjustments. 12. Support process owners to ensure processes are aligned with organizational objectives and guidelines and regulatory requirements 13. Create process documentation and guidelines, including standard operating procedures and workflow diagrams and support process owners with developing these. 14. Produce modelling and documentation using modern process mapping software 15. Develop and manage a process documentation catalogue that is user friendly and up to date. 16. Identify training gaps and create training opportunities when needed, including guidance on execution of standard operating procedures. 17. Provide training and support to team members on new processes and best practices. 18. Stay updated on industry trends, emerging technologies and process improvement methodologies. 19. Liaise with external suppliers and consultants as required. |
| **Organisation wide:** |
| 1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value. 2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation. 3. Ensure that services fully comply with all organisational policy and procedures. 4. Ensure that risks within the directorate’s activities are identified, removed or minimised. 5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied. 6. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion. 7. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements. 8. Support the business in adopting and flexible mindset in relation to continuous business improvement. 9. Follow the organisations project management methodology to achieve the delivery of projects including proper documentation and reporting. |
| The Process Improvement Analyst role is part of the Project and Business Improvement team. As with all staff positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop. |

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| **PERSON SPECIFICATION:** |
| **Experience and qualifications:** |
| 1. A record of demonstrable achievement in developing business requirements and process optimisation (E) 2. Relevant professional qualifications in recognised qualifications such as lean six sigma, service design, process analysis or similar (E). 3. Bachelor’s degree or equivalent in business administration, management or a related field. (D) 4. 5+ years of experience in business process analysis and improvement along with demonstrable achievements. (E) 5. Relevant change management experience (E) 6. Familiarity with data analytics and visualisation tools (D) 7. Experience in working in a similar role within a regulated sector (D) 8. Experience of working in partnership with internal (and external) stakeholders to deliver excellence (E) 9. Experience of collaborating, contributing to and working as part of an effective team (E) 10. Experience of research, analysis and report writing (D) |
| **Knowledge:** |
| 1. Working knowledge of process improvement methodologies such as Lean Six Sigma (E) 2. Understanding of GDPR and Data Protection governance practices and issues (D) 3. Working knowledge of Problem/Change Management frameworks such as ITIL v3, TQM or ISO 9000:2000. (D) 4. Working knowledge of change management methodologies (D) 5. Awareness of Social Housing regulation requirements (D) |
| **Skills:** |
| 1. Ability to interpret, analyse and produce process maps and system and service designs (E) 2. Strong skills in workshop design and delivery skills (E) 3. Good analytical skills with the ability to collect, study and interpret complex data. (E) 4. Proficiency in Microsoft Office suite, including Excel, PowerPoint and Visio. (E) 5. Ability to create compelling business cases with accurate cost and effort estimations (D) 6. Ability to support teams through change management (E) 7. Ability to partner with multiple stakeholders and influence decisions (E) 8. Good level of written, presentation and interpersonal communication skills (E) 9. Able to use technology to work in a modern office environment (E) 10. Ability to collaborate well in a hybrid working environment (E) |
| **Attributes:** |
| 1. Transparent and open, acting with integrity and able to build high levels of trust (E) 2. Committed to diversity and inclusion (E) 3. Champions innovation and encourages ideas (E) 4. Resilient and able to work under pressure (E) 5. Collaborative and inclusive (E) 6. Actively role model and champion the Karbon vision, values and purpose (E) 7. Encourage and coach colleagues in adopting new ways of working (E) |