

Process Analyst

Department: Chief Operating Office

Division: Commercial Services

Reports to: Process and Systems Development Lead

JE Reference: COO1013

Grade: 8

Job purpose

Supports the analysis and evaluation of (Commercial) business processes in order to document requirements and user needs to enable enhancements and modernisation to be delivered across the organisation. Developing and actioning process continuous improvement plans

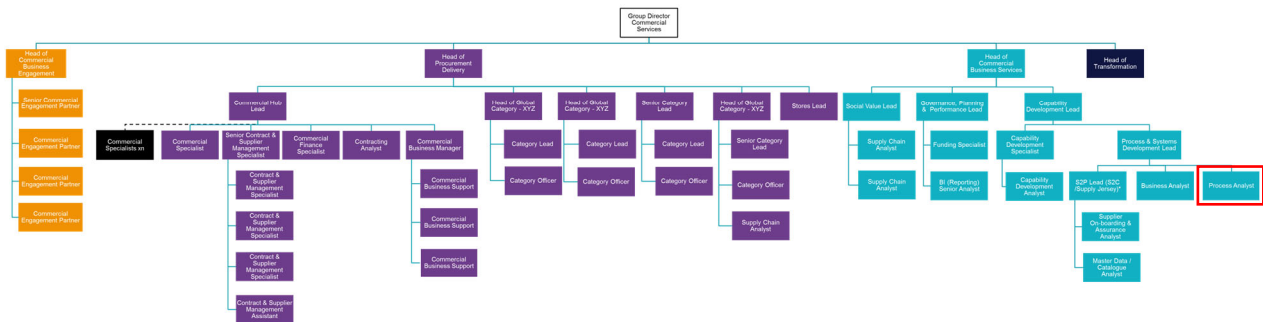
Job specific outcomes

- Ensures that procedures and processes are; reviewed, simplified, standardised, documented and communicated so that there is one consistent commercial way of working across GoJ. Providing process authoring and design capability across Commercial and Procurement
- Ensures processes and ways of working are subject to a regular review cycle to allow for continuous improvement as the function matures. Acting as process owner, developing and maintaining process continuous improvement plans for all relevant processes
- Ensures existing technologies are used optimally to drive stakeholder compliance and value delivery targets by making it easy to follow procurement policies, buying channels, and supplier and contract management
- Manages the linkages and dependencies relating to cross cutting processes (e.g. Finance for P2P)
- Maintains the process and template library and delivers a continuous process improvement programme
- Understands, interprets and responds to the impact of digitalisation on Commercial & Procurement processes (and vice versa).
- Supports the development of the Commercial Services technology and process roadmap
- Provides input to and supports the delivery of process and system training

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Relevant business degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent experience in a similar role	
Knowledge	<p>Knowledge of process mapping and improvement methodologies</p> <p>Demonstrable knowledge of improving processes that make it easy for end users to comply with the processes</p> <p>Good knowledge of Excel and process mapping tools</p> <p>Comprehensive understanding of end to end commercial and procurement processes and the link to systems</p>	

<p>Technical / Work-based Skills</p>	<p>Excellent analytical skills to understand the root cause of problems and the most effective way of resolving them. Ability to recommending effective and efficient improvements. Ensuring that the solution aligns with the vision, mission, objectives, strategy, business and user need</p> <p>Ability to conduct process analysis and identify areas for improvement. Developing and articulating improvement and implementation plans that enhance processes and make it easy for end users to comply with processes and procedures</p> <p>Strong problem solving skills and ability to respond to sudden unexpected demands</p> <p>Ability to analyse situations and develop a range of options and to make judgements across a wide range of issues impacting on service delivery to GoJ and therefore Public Services</p> <p>Ability to be able to conduct change impact assessments and then devise and deliver appropriate change plans (training, guidance, coaching, etc.)</p>	
<p>General Skills/Attributes</p>	<p>Ability to drive stakeholder engagement, effective communication and develop and deliver compelling solutions</p> <p>Demonstrates capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner</p> <p>Driven by good analytical reasoning and ability to drive insight led decision making through robust data analysis</p>	
<p>Experience</p>	<p>Experience of process analysis and development</p> <p>Comfortable working in a matrix environment in a Group undergoing a major business transformation</p> <p>Experience of shaping business processes to produce enhanced Management Information and analysis to drive improved business performance</p> <p>Experience of applying analytical skills and comfortable presenting findings to senior management</p> <p>Experience of working in a fast-paced environment and producing tangible, value-add outcomes</p>	

	Extensive experience with process mapping and MS forms and flows	
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Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities, attributes and behaviour indicators.