

DARLINGTON BOROUGH COUNCIL

RESOURCES

JOB DESCRIPTION

<u>POST TITLE :</u>	Process Analyst
<u>GRADE :</u>	M
<u>JOB EVALUATION NO.</u>	E3497
<u>REPORTING RELATIONSHIP</u>	Systems and Process Operations Manager
<u>JOB PURPOSE :</u>	<p>To apply standard business process improvement tools to document, analyse and improve business processes in order to improve performance or deliver efficiency savings. To support the relationship between process improvement and the systems in place to deliver them.</p> <p>The role will be focused specifically within Community Services to support wholesale process improvement in this area.</p>
<u>POST NO.</u>	D14115
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To undertake internal/external training as required developing the necessary Business Process Improvement skills to allow the post holder to provide BPR support to a number of process re-engineering projects.
2. To apply and use standard business process improvement tools and methodology and ensure that defined quality standards are maintained at all times.
3. To analyse and document existing business functions, processes, information flows, data structures and use of staffing, etc., and assist in the identification of strengths, weaknesses, and opportunities for improvement.
4. To assist in the re-engineering of business processes and/or design of new processes working with colleagues/third parties as required applying specialist skills such as value stream mapping, LEAN six sigma and Kaizen during the analysis and design phases
5. To present options for process improvement, documenting proposed process flows, staffing requirements and projected benefits for each option.
6. To assist in the analysis of any financial data post implementation of improvements to capture the financial and performance benefits realised.

7. To lead rapid process improvement workshops to support service delivery staff in identifying process improvements and implementation plans to allow delivery of quick wins.
8. To support the Systems and Process Officers in development of business cases at programme, project and process level to help make the case for change.
9. To support the Systems Strategy and Development Manager and Systems and Process Operations Manager actively seek to identify service areas where BPR could be applied to deliver service improvements and/or efficiency savings.
10. To identify and escalate as appropriate through the Systems and Process Operations Manager any emerging risks issues and opportunities identified during the delivery of normal duties.
11. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
12. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
13. Carry out your role in line with the Council's Equality agenda.
14. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
15. Any other duties of a similar nature related to this post that may be required from time-to-time.
16. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: January 2019

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PROCESS ANALYST

POST NO. D14115

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
Qualifications & Education			
1	Educated to HNC/D level or equivalent		D
2	A recognised qualification in business analysis e.g. six sigma green belt, LEAN practitioner/LEAN Leader		D
Experience & Knowledge			
3	Approx. two years' experience of working in a large, multi-functional organisation in the public or private sector	E	
4	Approx. two years' experience in the application of project management methodologies through involvement in project delivery at project team member level.	E	
5	Knowledge/Experience of change management.	E	
6	Approx. two years' experience in the use of recognised BPI tools such as process mapping, needs analysis, LEAN sigma, value stream mapping	E	
7	Proven experience of implementing, monitoring and reviewing policies and procedures and interpreting legislation, policy or procedures to give recommendations and advice	E	
8	Experience in the successful re-engineering of complex cross functional processes.		D
9	Experienced in the use of recognised Process Mapping/Process Mining software		D
10	Awareness of the requirements of PRINCE2 or MicroP2 methodologies when delivering projects		D
11	Experience of partnership working across a range of agencies/organisations.		D
12	Experience of working in a large, multi-functional organisation in the public or private sector		D
13	A background in IT or a detailed knowledge of systems including one of the following, Lagan, Uniform, GIS, LLPG		D

Skills			
14	Ability to recognise the strategic links between projects.	E	
15	Ability to plan and organise own workload with minimum supervision and to strict, sometimes conflicting deadlines.	E	
16	Ability to communicate both orally and in writing to a wide range of audiences (including ability to write and present clear, concise and original reports & presentations)	E	
17	IT Literate, capable of using MS Word / Excel and office packages	E	
18	Ability to use initiative and make decisions outside immediate policy and procedure, and without reference to manager	E	
19	Ability to regularly give advice and guidance, including demonstrating duties, instructing and checking the work of others	E	
20	Analytical and interpretational skills using a range of information sources and research methodologies including the ability to extract and analyse detailed cost information.	E	
21	Competent in the facilitation of workshops to build detailed process maps and extract necessary process metrics	E	
Personal Attributes			
22	Analytical and strategic thinker including attention to detail and ability to quickly identify trends and anomalies in information	E	
23	Ability to influence and inform others	E	
24	Ability to take initiative and develop solutions to difficult and complex issues in a commercial environment	E	
25	Self-motivator and ability to be pro-active	E	
26	Strong commitment to customer service	E	
27	Flexible approach to a fast changing working environment	E	
Special Requirements			