



<i>Job Title</i>	<i>Job Ref. No.</i>	<i>Location</i>
Business Improvement Process Analyst x2	R4576/R4577	Shiremoor/Penshaw

<i>Grade</i>	<i>Salary</i>	<i>Closing Date</i>
P&A Level 3PP11 -13	£29,130 - £33,771	4 August 2021

Position

Exciting opportunities have arisen for experienced Business Improvement Process Analysts to join Team Powergrid. At Northern Powergrid, our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a dedicated Business Improvement Process Analyst you will be an integral part of achieving this, while always striving to keep our customers power flowing.

We're excited to hear from candidates with a passion for business improvement and a successful track record in a similar role.

Along with a competitive salary of £29,130 - £33,771, we also offer great benefits such as;

- Enrolment into our pension scheme with employer contributions
- 25 days holiday

Apply now and we'll be in touch.

Key Responsibilities

- Investigate business processes and systems using appropriate Business Analysis techniques in order to identify and recommend feasible options and actions to improve their operation.
- Document the As-Is and To-Be business processes working with relevant Stakeholders to collect process data and knowledge. Prepare analysis, interpretation and evaluation of findings relating to both As-Is and To-Be processes.
- Identify waste/efficiency savings, quantifying potential benefits in time, costs and resources as well as output quality.
- Appraise and evaluate options for the implementation of identified business process/system improvements.
- Create documentation and user guides using appropriate Business Process Modelling.
- Participate in process flow analysis and process re-design along with the Project Team and other key stakeholders
- Following initial direction, investigate business processes and systems using appropriate Business Improvement methodologies, deploying the most appropriate tools and techniques in order to identify and recommend feasible options and actions to improve their operation.
- Plan, lead and facilitate process workshops with key Stakeholders from across the business from frontline colleagues to senior managers, delivering improvements which support the strategic direction of the business.
- Work to form a consensus opinion across Stakeholder groups covering all operating levels by influencing requirements and setting the direction for the relevant process activity.
- Assist in determining which business requirements can and should be automated and how these are integrated into the rest of the business and IT processes.



Key Competencies

- Analytical – shows an enquiring mind with the ability to ask relevant questions and process information received with a view to suggesting improvements to business processes.
- Judgement and decision-making – displays sound judgment and able to make sensible, evidence-based decisions and recommendations.
- People focussed – willing and able to work with colleagues at all levels, able to build and nurture relationships and influence key stakeholders.
- Results driven – focussed on the job, adhering to time, cost and quality in carrying out duties.
- Customer focussed – keeps an eye on the bigger picture and recognises the importance of customers to the company and the success of the business.
- Change Champion – being a strong advocate for change.
- Self-starter – ability to work independently on review activity or as part of a team.

Qualifications & Attributes

Essential Qualifications and Experience

- As a minimum qualified to NVQ Level 4 or HNC/HND.
- Relevant experience in a similar Analyst role.
- Proven track record of the practical application and deployment of business improvement tools and techniques.
- Evidence of the ability to work with and influence key stakeholders.
- Strong communication and decision making skills with the ability to present review findings in a clear, easy to understand and constructive way.

Desirable Qualifications and Experience

- Lean Practitioner/Lean Six Sigma Greenbelt.
- Experience/understanding of Robotic Process Automation and Process Mining software.
- Experience of operating in a highly regulated organization.

ALL APPLICATIONS WELCOME

Please visit our careers website to download an application form and return to us quoting reference number **R4576/R4577. Please note any applications received without the application form will not be progressed.**

Applications are invited from people with appropriate experience and qualifications. Applicants are considered on the basis of their suitability for the post irrespective of sex, marriage and civil partnership, sexual orientation, gender re-assignment, race, age, disability, religion or belief and pregnancy and maternity. Northern Powergrid recruits on ability and ability alone.