**Job Description**



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| Job Title | Business Process Engineer | Directorate | Digital, Customer & Commercial Services |
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| Post Number | CE419 | Division | Digital & Customer Services |
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| Grade | 11 | Salary |  | Section | Business Change |
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| Reports To | Senior Business Change Manager |

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| **Purpose of the Job** |
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| As part of a business process team, your role will be to challenge our current ways of working, and design new processes which minimise waste and maximise use of digital opportunities to provide an excellent customer experience and release staff resources to focus on high-value activities. Bringing your extensive Business Process Re-Engineering experience, knowledge of Lean and Systems Thinking, strong customer focus, and an excellent understanding of how digital technology enables and supports business and service change and delivery, you will enable the Council to deliver effective, accessible, high quality and responsive services, advice and information, in a customer-centric manner, that help our citizens and customers to live better lives. |

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| **Specific Accountabilities** |
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| * You will be responsible for end-to-end strategic Business Analysis and Process Re-Engineering for a range of business change projects
* You will be expected to work closely and build professional relationships with representatives from appropriate Council delivery and support services, to ensure that the best outcomes for the Council, its partners and its customers are delivered.
* You will also be expected to play a role in upskilling existing Council staff in Lean Thinking and process mapping techniques, through a combination of informal training, coaching and mentoring.

This will include:* Taking responsibility for proactively exploring, documenting, analysing and understanding strategic business and customer needs, engaging with Divisional and Service Managers, ICT, HR/OD, Finance, Audit, Legal and others, as appropriate, to define and agree project goals, risks and constraints.
* Identifying key stakeholders and engaging them in the Business Analysis and Process Re-Engineering process, including organising, leading and participating in interviews, meetings, workshops, as required to define and document the As Is and To Be processes and resources, performing the Gap analysis to identify the steps required, and making recommendations for successful change.
* Defining the customer journey, highlighting where customer value is added, and proactively identifying opportunities to maximise that value, driven by use of solid evidence / data-based findings and taking account of customer and service needs, as well as established best practice.
* Researching examples of perceived national best practice and identifying principles and processes which can be adapted for local use.
* Robustly challenging current business processes using Lean Thinking principles to identify sources of waste and identify opportunities for process improvement and efficiency gains, while ensuring that services can still meet their service delivery goals and yield greatest customer value while ensuring legislative and corporate policy compliance.
* Identifying opportunities for use of digital technologies to support redesigned processes and liaising closely with Digital and Technology Services to ensure the appropriate technology can be rolled out in support of new processes.
* Involving other Council staff in the analysis and design process, carrying out skills transfer in an open manner, using coaching skills alongside informal training, and acting as a professional mentor and evangelist for the Lean approach.
* Reviewing current and required service performance measures and indicators to ensure that the outcomes of the proposed changes are defined and measurable.
* Capturing, analysing, and documenting requirements (including their means of delivery) using formal methods and tools in a way that is accessible to all stakeholders.
* Documenting and developing customer requirements through User Stories and customer journey analysis, value stream analysis and process mapping.
* Documenting and presenting redesigned processes to a range of audiences, providing justification for the proposed changes and clearly detailing expected benefits, alongside the impact on staff and use of digital technology.
* Breaking down a business goal into specific deliverables that are prioritised and well defined, producing Business Cases, Cost/Benefit Analysis, Process maps, Project Plans, etc. as required for each deliverable.
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| **Key Accountabilities*** To be accountable for and promote equality, diversity and community cohesion to meet Council, Directorate and Service objectives. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported.
* To participate in a My Annual Review meeting and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner.
* In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with post holder’s level, wherever they may be, to achieve the objectives of the Directorate.
* To represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with Directorate and Corporate policies.
* If appropriate to be responsible for the recruitment and performance management of designated teams and individuals in accordance with Corporate and Directorate aims and management style.
* To comply with the council’s financial regulation and standing orders
* To actively promote Dudley’s commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate to this group.
* Employees must comply with health and safety legislation and will be required to comply with the Council’s Health and Safety Policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions.
* To be responsible for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health & safety, Data Protection and Internet/Email use.
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| Special Conditions | This post is subject to the DBS/CRB checking process Driving Licence will be subject to checking with the DVLA. It is a council requirement to have Business Use Car Insurance and a valid MOT certificate (For cars over 3 years old)  |
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| Car Allowance | Casual |
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| Prepared By(Section/Mgr) | Nicola Biddle, Head of Digital & Customer Services |
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| Review Date  | November 2022  |

**Person Specification**



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| Criteria (Essential) | Assessment By |
|  |  | Application | Interview | Test |
|  |  | ✓ | ✓ | ✓ |
| **Process Redesign Experience** |  |  |  |  |
| Must be experienced in process mapping - As-Is and To-Be |  | ✓ | ✓ |  |
| Significant experience working as a BA and process design engineer across the entire project lifecycle, providing the bridge between customer, business, and technology needs |  | ✓ | ✓ |  |
| Previous demonstrated experience of working in a process redesign role, preferably on business change projects within Local Government |  | ✓ | ✓ |  |
| **Business / Theoretical / IT Knowledge, Skills & Experience** |  |  |  |  |
| An in-depth knowledge of the theories and practices of process design and performance management and its relationship to modern service delivery |  | ✓ | ✓ |  |
| Knowledge of Lean Thinking process design principles to focus on customer value and a culture of continuous improvement |  | ✓ | ✓ |  |
| Experience of applying Systems Thinking frameworks to produce robust and efficient processes to reduce waste |  | ✓ | ✓ |  |
| Excellent IT skills, specifically using advanced spreadsheets, and workflows and including excellent keyboard skills |  | ✓ | ✓ |  |
| **Analytical Skills and Experience** |  |  |  |  |
| Demonstrable experience of problem solving and analytical skills |  | ✓ | ✓ |  |
| A mindset that is focused on attention to detail, standards of delivery, and customer value |  | ✓ | ✓ |  |
| Ability to proactively analyse business needs, and propose and develop solutions using appropriate digitally-enabled systems and processes |  | ✓ | ✓ |  |
| Experience of collating, extracting, manipulating and analysing complex data and formulating this into meaningful information |  | ✓ | ✓ |  |
| Highly developed analytical skills to analyse and interpret complex data and information whilst identifying trends and patterns |  | ✓ | ✓ |  |
| Financial acumen and the ability to model and forecast cost benefits |  | ✓ | ✓ |  |
| **Communication / Presentation Skills** |  |  |  |  |
| Excellent communication skills both written and verbal, including the ability to interpret customer and business needs, and to produce clear and concise reports, presentations, etc. |  | ✓ | ✓ |  |
| Ability to design and deliver briefing sessions, workshops, training, mentoring and presentations to a variety of audiences |  | ✓ | ✓ |  |
| Excellent interpersonal skills, able to quickly establish rapport with stakeholders at all levels |  | ✓ | ✓ |  |
| **Influencing Skills and Experience** |  |  |  |  |
| Strong influencing skills, able to demonstrate challenge to traditional ways of working |  | ✓ | ✓ |  |
| Strong motivation skills and experience of negotiating outcomes at a senior level |  | ✓ | ✓ |  |
| **Relationship Management Skills** |  |  |  |  |
| Strong relationship building and stakeholder management capabilities  |  | ✓ | ✓ |  |
| **Ways of working / Taking Responsibility** |  |  |  |  |
| Confident, highly organised, thorough, methodical and articulate |  | ✓ | ✓ |  |
| Able to work independently and as part of a team as per the demands of each project |  | ✓ | ✓ |  |
| Able to work proactively; making proposals to improve processes, end-to-end service delivery, and use of information |  | ✓ | ✓ |  |
| Able to take responsibility for own allocated workloads throughout the process redesign and project delivery lifecycle |  | ✓ | ✓ |  |
| Ability to prioritise work under pressure with a variety of deadlines, which may be conflicting, ensuring that timescales are met |  | ✓ | ✓ |  |
| **Qualifications & Commitment to Learning** |  |  |  |  |
| Degree level qualification in an appropriate discipline or equivalent extensive experience of business analysis, lean and systems thinking and project delivery  |  | ✓ |  |  |
| Project Management Qualification e.g. PRINCE 2, MSP or demonstrable experience |  | ✓ |  |  |
| Working knowledge and experience of delivering projects using Agile methodologies |  | ✓ | ✓ |  |
| Recognised Lean or Six-Sigma training / qualification |  | ✓ |  |  |
| Able to demonstrate a commitment to continuous professional development |  | ✓ | ✓ |  |
| **Equality & Diversity** |  |  |  |  |
| A knowledge of and commitment to Equality & Diversity issues |  | ✓ |  |  |
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| Prepared By | Nicola Biddle, Head of Digital & Customer Services |
| Date | November 2022  |
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