

# Business Process Specialist



## Purpose

This role is dedicated to enhancing the efficiency and effectiveness of business processes, ultimately improving customer outcomes and strengthening our operational capabilities. By leveraging TSB's process framework in Signavio, this position will model processes and elevate process maturity. Additionally, it will support the Business Process Manager in driving enterprise-wide process modeling and improvements, playing a crucial role in TSB's mission to become the easiest bank to deal with and achieve our 2030 Strategy

## Role Dimensions

- **Reports to:** Business Process Manager
- **Department:** Operational Excellence
- **Direct Reports:** No
- **Financial Authority:** No

## Person Specifications

- Relevant tertiary qualification in business, commerce, management or a related field.
- A strong understanding of business process analysis principles and methodologies
- Experience in analysing business process issues combined with the ability to engage with a diverse set of stakeholders
- Experience in facilitation and coaching to engage and enable the business in applying process improvement
- Analyse current systems and processes, identifying areas for improvement and leveraging technology
- Experience with process mapping tools and other relevant technologies preferably Signavio
- Strong attention to detail
- Proven stakeholder management experience
- Banking or Financial Services experience preferred

## Role Specific Areas of Responsibility

- Assists the Business Process Manager in executing Process Optimisation projects, which are integral to TSB's 2030 Strategy. These efforts aim to enhance operational effectiveness and efficiency, ultimately positioning TSB as the easiest bank to deal with.
- Acts as the administrator for Signavio, ensuring that process maps are accurately reviewed and approved, and that the system hierarchy is consistently maintained. This role ensures streamlined and reliable process documentation, contributing to improved operational efficiency.
- Analyse and document current processes, pinpointing areas for enhancement and devising strategic solutions to drive continuous improvement
- Design and implement process improvements, incorporating automation and system changes. These initiatives drive operational excellence and significantly enhance overall efficiency.
- Designs future state processes for implementation, accompanied by comprehensive documentation such as business requirements and standardized process maps. These efforts ensure seamless integration and drive operational excellence.
- Collaborates with relevant Tech teams to identify potential automation opportunities, fostering a unified approach that enhances efficiency and drives innovation.
- Engages with the business to coach on tools and skills, building Process Optimisation capabilities and fostering a culture of continuous improvement. This collaborative approach enhances team proficiency and drives sustained operational excellence.
- Established as a trusted partner in process improvement for both the business and the wider organization.
- Complies with health and safety policies, directions and instructions and ensure that in the performance of duties not to undermine own health and safety or the health & safety of any person

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities and is a living document which TSB reserves the right to amend from time to time as required.