Title: Business Process Analyst - Digital Transformation Program

Competency & Definition	Level
Analytical Thinking and Problem-Solving • Ability to evaluate complex processes and identify inefficiencies. • Proficiency in data analysis to support decision-making.	Advanced
Process Acument • Knowledge in process document tools and techniques and how and when to use different process documentation tools	Advanced
Stakeholder Engagement • Strong interpersonal skills to collaborate with cross-functional teams. • Ability to gather requirements and address stakeholder concerns effectively.	Proficient
Change Management • Knowledge of change management principles to drive adoption of new processes. • Skills in communicating changes and providing training to employees.	Proficient
Communication Skills • Proficiency in both written and verbal communication to document processes and present findings. • Ability to translate technical concepts into business-friendly language.	Proficient

Competency Levels: Foundational / Intermediate / Proficient / Advanced / Expert