

Title: Business Process Analyst - Digital Transformation Program

Level: Grade 5 to 7 (dependent on complexity)

Mercer Job Code: QLT02

Reports to: Transformation Leader

Position Overview

We are seeking a detail-oriented and analytical professional to join our digital transformation program as a Business Process Analyst. In this role, you will be responsible for evaluating, optimizing, and designing business processes to align with the digital transformation user stories.. The ideal candidate will have a strong understanding of process improvement methodologies and a passion for leveraging technology to drive efficiency and innovation.

Key Responsibilities

- *Process Evaluation:* Analyze existing business processes to identify inefficiencies, bottlenecks, and areas for improvement.
- *Benchmarking:* Researching and documenting related process in the industry to support user story definition or process design.
- *Process Design:* Collaborate with stakeholders to design and implement optimized workflows that align with digital transformation objectives.
- *Data Analysis:* Utilize data to assess the impact of process changes and inform decision-making.
- *Stakeholder Collaboration:* Engage with cross-functional teams to gather requirements, address concerns, and ensure alignment with organizational goals.
- *Documentation:* Create detailed process maps, workflows, and business requirements documentation to support implementation and training efforts.
- *Change Management:* Support change management initiatives by communicating process changes and providing training to employees.
- *Performance Monitoring:* Track and report the effectiveness of redesigned processes, using KPIs to measure success.

Qualifications

- Bachelor's degree in business administration, management, or a related field.
- Proven experience in business process analysis or improvement roles.
- Familiarity with process improvement methodologies (e.g., Lean, Six Sigma).

- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Proficiency in digital tools and platforms, such as process mapping software and data analytics tools.
- Ability to work collaboratively in a cross-functional team environment.
- Naturally curious and life long learner