



Job Description

JOB TITLE	Process Re-engineering Manager
LEVEL/BAND	MS 32
DEPARTMENT	Strategy & Marketing
DIRECT REPORT (JOB TITLE)	Head of Business Transformation

Overall Purpose of the Position

To support its growth strategy and vision, as part of the Business Plan 2019-21, the Bank has embarked on a business transformation that aims to offer a simpler and more personal customer journey/experience, while at the same time deliver operational efficiencies.

The Process Re-engineering Manager will work with business units to identify specific process improvement opportunities and propositions that will enhance customer experience, while reducing cost to operate the business (productivity, cycle times) and contribute to the increase of revenue. This will also contribute to improve quality by reducing the fragmentation of work and establishing clear ownership of processes.

Main Roles and Responsibilities

The Process Improvement Specialist is responsible for:

- **Planning**
Define a roadmap and prioritisation of processes based on re-organisational changes, Business Plan priorities, inter-dependency of projects / initiatives and resource availability. Own it and ensure regular review of it and systematic approval / endorsement by the Executive Committee.
- **Reengineering of processes**
Apply reengineering methodologies and principles to conduct process modernisation/standardisation/streamlining, which include the analysis of as-is (mapping and documenting), understand gaps/weakness points, and the formulation of requirements of to-be business processes. This incorporates the creation and maintenance of business process models, context models, user stories, business rules, screen flows and keystroke level detail according to an agreed standard. Support the management of functional Working Committees for each process / area of evaluation for redesign / reengineering. Identify technological solutions that permeate redesigned lean processes, moving away from legacy

structures. Ensure that process changes / new processes comply with the Bank's compliance standards, policies / procedures and regulatory requirements.

- **New Process Implementation**
Manage the implementation of approved initiatives and ensure effective tracking of progress updates. Ensure consistent communication and feedback loop between all stakeholders throughout the roll out of new processes. Liaise with various stakeholders to ensure that processes are integrated across the business and adopted correctly. Support the training and readiness of functional stakeholders of new processes to ensure that they are competent with the redesigned business process flows.
- **Generation of ideas for process improvements**
Identify and encourage the generation of ideas for process improvements, and create a framework for the support of reengineering and process improvement/automation discovery and opportunities. Build the culture and capability to support continuous process improvement within the Bank by acting as an effective agent of change and role model to transformative managers.
- **Communicating within the unit and at all levels**
Liaise with the Change Management Specialist to plan smooth implementation that maximise employee adoption and usage whilst minimising resistance.
- **Updating documentation and processes**
Provide updated manuals, handbooks and/or working procedures for the reviewed processes.
- **Measuring success and conduct Post-implementation reviews**
Define and measure success metrics, and conduct post-implementation reviews of the implemented/reviewed processes in order to evaluate effectiveness.

General Responsibilities

- Ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- Assist the line manager to monitor and report progress of implementation of initiatives / projects.
- Perform any other duties that may be assigned from time to time.

Qualifications, Skills & Competencies

	SKILLS	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Assertive and self-confident</p> <p>Good verbal and written communication skills</p> <p>Excellent active listening skills</p> <p>Flexible and adaptable; able to work in ambiguous situations</p> <p>Forward looking with a holistic approach</p> <p>Organised with a natural inclination for capturing commitments, determining the best course of action, and performing the right task at the right time</p> <p>Problem solving</p> <p>Able to work effectively at all levels in an organisation</p> <p>Computer literate and conversant in MS Office applications</p> <p>Reliable, analytical, and meticulous</p> <p>Assimilate to APS Bank's values – Excellence, Authenticity, Passion, Inclusivity and Contemporary</p>	<p>Experience in using proven process re-engineering methodologies and tools.</p> <p>Experience in banking industry and BPR projects</p> <p>Knowledge of tools for BPR (process mapping VISIO, Aris, SixSigma, ITIL certification, etc.)</p>	<p>University Degree, ideally in business, project management, engineering, quality, technology or strategy.</p>
DESIRABLE	<p>Be a team player while still being able to work independently when needed</p> <p>Committed to self-development</p>		