JOB ROLE: Business and Service Improvement Analyst

As a Business and Service Improvement Analyst you will be responsible for reviewing, improving and redesigning business processes and service as part of Zen’s desire to continually improve service delivery to customers.

Projects and tasks will focus heavily on enhancing operational efficiency improving cross functional team working whilst championing the needs of the Customer Service and Service Provisioning functions. You will assist with developing and delivering improvements locally within the Customer Services department and across the wider business.

Key objectives of the role are:

- Identify opportunities to improve the service, procedures and tools used within the Customer Service and Service Provision teams and for any new or in-life products.
- Manage the introduction, trial and launch of new products and services by working closely with internal stakeholders; supporting the Customer Services Department integrating this within current working practices.
- Assisting with viewing, improving and redesigning business processes company wide
- Build and continually develop relationships with key suppliers to increase operational capability of Zen to deliver on its business strategy.

Responsibilities:

Business Improvement

- Identify the impact of new product launches, projects or technology changes on the Customer Services department.
- Get involved in the early life of any new product development to ensure smooth introduction of new products or technologies into Customer Services and Service Provision.
- Define and document existing business processes and help to manage their continual improvement.
- Facilitate workshops to gain buy in across the organisation for business improvement.
- Support the achievement and maintenance of all accreditation standards.
- Delivery of business improvement projects to agreed quality and time, ensuring key stakeholders are engaged and involved at all relevant stages.
- Identify interdependencies between departments and/or processes and work closely with peers to introduce these.

Supplier Relationships

- Agree and establish review and assessment activities with suppliers to track and report on the effectiveness of the customer-supplier relationship for the Customer Services Department.
- Identify opportunities to make use of new developments and functionality provided by suppliers. This includes new channels of interaction, new tools and services
- Through support and guidance from the Regulatory Manager take an active role in Industry events on future developments and existing services, and represent Zen’s interests to help to get Industry focus to support our approach and requirements.
- Work to develop a cohesive and co-ordinated approach to dealing with operational issues within Zen ensuring that regular communication channels are built and aligned across the business.
Knowledge & Experience

- A proven track record of quality process improvement
- A functional knowledge of one or more ISO or similar processes
- An aptitude for process analysis, modelling and review
- Experience of defining, documenting and validating business requirements
- Experience of facilitating and supporting business change and to influence others across the business of the need to change
- Experience in the design, preparation and delivery of facilitated workshops, applying a range of tools and techniques
- Experience in the use of modelling tools (such as Visio, or similar)
- Knowledge of project planning and project management methodologies
- The ability and enthusiasm to develop the process and procedures improvement skill set
- Excellent relationship development skills, with the ability to balance work and interaction with internal stakeholders, key suppliers and industry contacts.
- A demonstrable record of applying best practice and a customer centred approach
- Can consistently represent Zen in a positive and professional light.