

**Job Description**

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| Job Title: | Process Improvement Analyst |
| Faculty/Professional Directorate: | Infrastructure Services |
| Subject Group/Team | Technology Services |
| Reporting to: | Director of Technology |
| Duration: | Continuing |
| Job Family:  | Specialist (IT) |
| Pay Band: | 7 |
| Benchmark Profile: | Specialist (IT) Band 7 |
| DBS Disclosure requirement: | No |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

IT Services (ITS) forms a key part of the new Infrastructure Services Directorate, which comprises both the University Estates & Facilities Directorate and ITS themselves.

The Estates & Facilities Directorate supports and maintains the physical fabric and grounds of the University whilst the primary focus of ITS is to support, improve and transform the way IT is utilised across the University of Hull. The combination of these two services within the wider Infrastructure Services is intended to ensure that digital technologies and digitalisation become ubiquitous across the institution; part of the same fabric and environment providing a seamless digital experience across our whole estate.

ITS is currently organised into four functional groups:

* IT Operations
* Technology Services
* Cyber Security
* IT Projects

Technology Services, where this role will sit, is a new department within IT and is accountable for the ownership of the strategic platforms within the university. This new way of working for the university aims to drive consistency and governance around the continued iteration and development of technologies which span the entirety of the university. Examples include: the University’s Data Exchange (UDX); Student Information Systems, ServiceNow, Salesforce and Workday

The new role of Process Improvement Analyst will work within and as part of a Product Team to act as a change champion with and across the organisation. They will be responsible for analysing existing processes, understanding out of the box system functionality and optimising both processes and systems to ensure maximum operational efficiency with the minimum technical customisation. This allows the Product Team to continue the principles of ‘adopt not adapt’, ensuring changes to processes are prioritised over purely systemic change.

**Specific Duties and Responsibilities of the post**

The successful candidate will be responsible for identifying inefficiencies, analysing processes, and implementing solutions to enhance operational efficiency and, most importantly, customer experience across departments and user journeys within the organisation. The Process Improvement Analyst will act as a change agent, collaborating with cross-functional teams to streamline workflows, reduce waste, and drive measurable improvements in productivity and quality.

**The post holder will:**

* Analyse and understand, existing processes and workflows to identify areas for improvement
* Quantify process performance, identify root causes of inefficiencies, and develop actionable recommendations using data analysis
* Work closely with business stakeholders to gather requirements, define objectives, and prioritise improvement initiatives
* Work with process owners to design and implement process optimisation strategies, including the development of standardised procedures, automation solutions, and workflow redesigns
* Lead cross-functional teams through the process improvement lifecycle, from initial analysis and solution design to implementation and performance monitoring
* Acting as a change champion, they will develop and deliver training programs to support the adoption of technical improvements as part of Product Team outputs
* Track and measure key performance indicators (KPIs) to assess the impact of process improvements and drive continuous refinement
* Stay informed about industry best practices, emerging trends, and technologies related to process improvement methodologies

**Qualifications and Skills:**

* Experience in process improvement, business analysis, or related roles
* Proficiency in process mapping and analysis techniques such as Value Stream Mapping, SIPOC, Root Cause Analysis, etc
* Strong analytical skills with the ability to interpret data, identify trends, and draw actionable insights
* Experience with process improvement methodologies such as Lean Six Sigma, Kaizen, or Total Quality Management
* Excellent communication skills with the ability to effectively collaborate with cross-functional teams and present findings and recommendations to stakeholders at all levels of the organisation
* Proven track record of successfully leading process improvement initiatives and driving measurable results
* Experience with process automation tools and technologies is a plus
* Certification in Lean Six Sigma or similar credentials is desirable

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

1. The role holder:
* Will provide IT support, directly or indirectly, to faculty and/or department and students based upon a full understanding of a professional or specialised area of work.
* Will have gained a professional qualification (or are working towards) and/or vocational or professional experience.
* Will be expected to contribute to longer term developments within the faculty/department by giving advice and specialist support.
* May lead a team within the department and/or in project activity and plan, prioritise and monitor to ensure effective use of resources.
* Will influence decisions or events by working collaboratively internally and externally to the University.
* Will evaluate and analyse information and use initiative and creativity to solve non standard problems.

**Main Work Activities**

### Communication

1. Interprets and explains ICT procedures, concepts, technical processes, equipment and software operation to students, staff and visitors.
2. Provide specialist advice and guidance.
3. Presents information to staff and colleagues and gives practical demonstrations.
4. Explains new and existing policies in relation to operational activities.
5. Prepares technical and customer oriented documentation, guidance and online content.
6. Accurately captures information presented to them and relays it on to colleagues, customers and partner organisations through written means such as emails and helpdesk call records.
7. Prepares activity reports for the guidance of managers. As part of this process, advises management of potential problems or barriers to success, and assists in resolution or avoidance.
8. Contributes content to strategic documents for publication across the institution.
9. Composes or contributes content to departmental frameworks, procedures policies and guidelines.
10. Contributes to business cases and other planning and tendering documentation.

### Teamwork and Motivation

1. Provides day-to-day support and cover to other members of the team and members of staff new to the work area.
2. Provides support to the line manager.
3. Will, where appropriate, act as a deputy for the designated line manager including attending or chairing, when appropriate, meetings across the area or department.
4. Contribute to team objectives and goals, motivating and mentoring staff from across the department, contributing ideas and expertise and ensuring that work is delivered within departmental frameworks, to budget and on time.
5. Provides advice and guidance to the team pertaining to agreed initiatives, services, processes and procedures.
6. May be required to provide leadership to an area of the department. Delegates tasks. Defines objectives, sets deadlines, allocates work and monitors outcomes.
7. Provides leadership within their specialist area and uses their expertise to support colleagues, external partners, departmental projects and initiatives.

**Liaising and Networking**

1. Working within existing departmental frameworks, proactively develops and maintains internal and external contacts to benefit the University.
2. Communicates and liaises with partner organisations regarding faults and service issues.
3. Proactively liaises with staff and colleagues to manage and maintain existing services.
4. Occasionally chairs area meetings, meetings with partners and suppliers and other focus and stakeholder groups.
5. Maintains an in depth knowledge of their own designated specialist area(s).
6. Maintains a broad knowledge of Project Methodologies such as Prince II, Agile and other Frameworks and examples of good practice such as ITIL.

### Service Delivery

1. Working with minimal supervision, provides specialised, customer focussed, ICT support to staff and students.
2. Installs, configures, maintains and supports applications and systems software and associated hardware and peripheral devices.
3. Occasionally instructs students and staff on the use or configuration of a range of software and ICT equipment.
4. Contributes significantly to the operational aspects of service delivery by:
* providing service delivery data used for the monitoring of service standards and service levels.
* obtaining feedback from stakeholders on aspects of service development, quality and operation.
* taking appropriate action with regard to the impact of external factors.
* instigating proactive and corrective action when service availability and quality are threatened.
1. Develops and manages projects that contribute to improving service delivery.

### Planning and Organisation

1. Plans and organises personal workloads and time to ensure that tasks and responsibilities are completed within designated timescales.
2. Plans and organises the effective and efficient use of staff resources in line with departmental strategies and roadmaps.
3. Checks and monitors systems and services are in good working order, and produces schedules to manage these effectively and efficiently.
4. Develops and implements policies, procedures and frameworks.
5. Promotes the use of University quality procedures and complies with all internal/external frameworks and record-keeping requirements.
6. Assists in the preparation, presentation and implementation of strategic plans and operating statements and ensures compliance with reporting requirements within the University.
7. Adheres to internal project management methodologies and manages the production of project documentation and reports.
8. Manages project service suppliers (both internal and external) ensuring that they adhere to service level agreements and departmental frameworks.
9. Contributes to the longer term operational planning of the Department.

### Analysis and research

1. Keeps up-to-date with the latest developments in software, systems and services.
2. Analyses technical and service oriented data and produces reports.
3. Works with a line manager to analyse area budgets and performance statistics to identify possible areas for continuous improvement.
4. Works with a project manager to analyse project proposals. Identifies omissions and errors in requirements, and conducts feasibility studies. Recommends the best way forward and develops systems and/or designs applications for approved projects.
5. Reviews all aspects of design, analysis and development for quality and adherence to standards.
6. Works with line managers to proactively collect data that will enable effective analysis of quality factors and return on investment.

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

***Guidance for managers:*** *You may wish to amend or change the knowledge and experience required for a specific role. For example you may wish the post holder to have experience of customer service, if so please insert below.* ***(Please delete this guidance when section is completed)***

**Competency Identified by**

**Knowledge and Experience**

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| Can demonstrate a range of IT knowledge with a specialist understanding of a system or area.  | **Application/Interview** |
| Is capable of learning new concepts, ideas, procedures and systems. | **Application/Interview** |
| Uses knowledge and experience to develop departmental frameworks and working practices. | **Application/Interview** |
| Can shape and influence developments within the department by drawing on the expertise within their own area of responsibility and their existing knowledge and experience. | **Application/Interview** |
| Expertise is likely to be recognised externally by the award of a professional qualification, graduate/postgraduate qualification and/or fellowship of a professional body. | **Application/Interview** |
| Has an active approach in continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |

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| **Communication (Oral and Written)**Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
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| **Teamwork and Motivation**Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | **Application/Interview** |
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| **Liaison and Networking**Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
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| **Service Delivery**Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about, the service and future needs. | **Application/Interview** |
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| **Decision Making**Can demonstrate the ability to consider the impact on the Faculty/Service. Knows where a decision is beyond their responsibility and refers to others | **Application/Interview** |
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| **Planning and Organisation**Can demonstrate the ability to ensure that time and resources are used effectively to their maximum efficiency. Develops plans to take into account problems, delays and new priorities whilst checking and reporting on progress and achievement against plans to key parties. | **Application/Interview** |
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| **Initiative and Problem Solving**Can demonstrate the ability to gather information from a variety of sources to develop solutions and considers the longer term benefits against their chances of success. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings. | **Application/Interview** |