Job Title	Process Analyst
Reporting to	Senior Manager - Operations Improvement
Post Number	JD1372 V1
Department	Container Division
Location	Felixstowe

Job Purpose

- To act as the key interface between the users and change projects. To gather information, document, and analyses business needs and requirements.
- Act as a bridge between business ideas and business capabilities; creating and scoping valuable changes and optimisations to business processes.
- To contribute to the continual improvement process by producing detailed recommendations and initiatives taking into consideration safety and budgetary constraints.

Main activities and responsibilities

- Investigate, analyse, visualise, articulate and solve complex problems and concepts.
- Using data to formulate plans, analyse options, feasibility and operational impact.
- Ensures the business solution aligns with the user needs and can recognise viable solutions.
- Identifies and explores opportunities for service and business improvement.
- Drives analysis, identification, prioritisation and implementation of improvement and efficiencies.
- Ensures the organisation derives maximum value from services with recognition of the potential for automation of processes.
- Determines costs and benefits of new approaches and manages change or assists implementation.
- Specifies requirements from both a business and user perspective.
- Identifies, analyses, manages and monitors relationships with and between stakeholders.
- Communicates with stakeholders clearly and regularly, clarifying needs and commitments.
- Whilst consulting, considers impacts of change whilst focussing on user needs.
- Manages customer and supplier relationships, ensuring recommendation deliver benefit.
- Facilitates workshops with stakeholders.
- Translates user stories and propose design approaches or services to meet these needs.
- Represent organisational processes, roles and data models at varying levels of detail and complexity.
- Plan, design, manage and report evaluations of process change.
- Apply evaluation skills to see how useful the defined "to-be" process is going to be.
- To play an integral part of driving continual change improvements for Operational strategies and development.
- Ensure that operational priorities are met as directed by their direct report.
- Work closely with staff from all disciplines in other parts of the group as directed and ensure complete awareness of developments in HPH ports and elsewhere that may be of benefit to HPUK in an Operational context.
- Ensure compliance to all policies, procedures, standard operating practices, with recommendations for action and continuous improvement

- Takes responsibility for creation of test cases creating traceability back to requirements
- Highlights reports and risks and is able to analyse test results based on activities
- Develop and optimise best practices and mentor others in their application
- Develop (as part of a team) detailed analysis, recommendations and proposals to support the development of Port of Felixstowe and elements of the wider HPH Group (when Terminal Operating Systems are involved)

Scope of the role

Reporting to the Senior Manager Operations Improvement, the role has no direct reports however will lead functional or virtual teams on projects. Required to direct specific recommendations to assigned project team and in turn the wider Management team in line with operational observations and lessons learnt.

Influencing relationships with Executive, Senior Managers, Managers, Supervisors and workforce by regular meetings and inclusion in initiatives to embed required process, strategies and systems.

The role will link with the Operations, ISD, Port Development, Commercial, Health & Safety and Finance teams to enable outcomes and benefits to be realised.

The role holder will be required to attend meetings and present analytical information and recommendations to Senior Management in order to influence future processes and procedures that improve performance or efficiencies. Recommendations made in this role will ultimately have wide ramifications for future process, costs and performance. Primarily contribute to the Port of Felixstowe but also HPH ports when making recommendations regarding the nGen Terminal Operating System. Required to make day to day undirected job related decisions and to prioritise work in line with operational requirements and Terms of Reference.
Taking into account wider long term impacts and maximising opportunities to add value.

Technical skills

- Expert knowledge in the application of Business Analysis techniques such as requirements gathering, stakeholder management, modelling, process testing and business improvement
- Degree level education (preferably in a Mathematical, Operations Research, Statistics, Engineering, or IT vocation)
- Excellent MS Office skills. Ability to use various software packages (e.g. Excel) to analyse data (e.g. Visio) for data modelling.
- Proficiency in application of SQL would be desirable to aid data analysis
- Six-sigma and/or lean working qualifications advantageous
- Business Process Mapping techniques or qualifications advantageous
- Project Management (Desirable but not essential as development support will be made available)
- Must be able to think conceptually, using high-level data models to conceptually map the real world of the organisation.
- Ability to use quantitative and qualitative data about users to turn user focus into outcomes
- Ability to present findings and recommendations to Senior Management via reports and presentations.
- General knowledge in the use and functions within Operations (Desirable but not essential as development support will be made available)

- General knowledge in the use and function of the Terminal Operating Systems local to the Port of Felixstowe and also the HPH nGen Terminal Operating System (Desirable but not essential as development support will be made available)

Behavioural skills

- Working collaboratively, sharing information appropriately and building networks.
- Being approachable and delivering business objectives through inclusive environments.
- Using sound judgement, evidence and knowledge to arrive at professional decisions and advice.
- Reaching evidence based outcomes, evaluating options, impacts, risks and solutions.
- Take initiative, be innovative and seek out opportunities to create effective change.
- Learns from what has worked and what has not being open to change and improvement.
- When directing analysis and requirements gathering activities, the role will be required to make judgements on the competency, experience and understanding of stakeholders and adjust accordingly.
- The ability to make quick decisions and anticipate needs on a variety of complex and widespread topics.
- Excellent communication skills are essential with the ability to communicate at all levels within the Port of Felixstowe and also occasionally with the wider HPH group
- Communications extend further than routine exchanges of data and information. Ability to deliver the key messages effectively and competently in order to influence users.
- Ability to work within an environment that changes at a fast pace.
- Ability to problem solve and use own initiative.
- An adaptable, proactive and flexible approach.
- Ability to lead by example and champion change / improvement initiatives.
- Customer & client focus with a quality driven approach to improvement.
- Be credible and trusted and act with transparency.
- Ability to question existing practices and recommend new and improved ways of working.

Authorised by:		Accepted by:	
Manager's name:		Job Holder's name:	
Signature:		Signature:	