



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Process Improvement Analyst, Student Education Service Programme**



**Salary: Grade 7 (£32,548- £38,833 p.a.)**

**Reference: SESPT1045**

**3 posts available**

**1 x ongoing**

**2 x fixed-term for 3 years**

## **Process Improvement Analyst Student Education Service Programme**

**Are you experienced at managing and implementing process improvement?  
Are you an effective communicator, motivator and influencer, with a professional qualification in process management such as Six Sigma or Lean?  
Do you want to play a key role in driving forward change and embedding a culture of continuous improvement within the Student Education Service?**

The Student Education Services (SES) is a University-wide professional service which underpins learning and teaching and plays an important role in ensuring that students enjoy the best possible experience at Leeds and are prepared for success in their future careers. This is an exciting and dynamic role reporting to the Head of Process Improvement, with a remit to support the change programme for the service.

You will be involved in a university-wide transformation programme with initiatives that are complex, multi-faceted, and involve significant organisational and behavioural change. You will collaborate with other Process Improvement Analysts and Business Analysts across the University to help identify and articulate the requirements to effectively support change, facilitate process improvement workshops and improvement events, support the delivery of process improvement training and undertake complex data collection and analysis activities that support the evidence base for improvement.

### **What does the role entail?**

As a Process Improvement Analyst your main duties will include:

- Using proven methodologies and techniques to design and deliver efficient, innovative and sustainable solutions that will contribute to the operational effectiveness of the University;
- Analysing and recording current state processes, critically evaluating information gathered and presenting findings;
- Translating customer requirements into user stories and acceptance criteria, designing, developing and documenting new processes and performance measures;
- Designing, planning and leading process improvement events;
- Supporting and guiding staff through change processes;





- Supporting user acceptance testing and the implementation of new/revised processes;
- Supporting business process leads in the communication and consultation required with all relevant stakeholders;
- Supporting stakeholder engagement events and activities, ensuring they are recorded and evaluated.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Process Improvement Analyst you will have:

- Experience of process improvement methodologies, problem-solving, root cause analysis and waste reducing tools, processes and concepts;
- Professional process management qualifications such as Six Sigma, Lean or equivalent business analysis qualifications;
- Experience of managing and implementing process improvement using a range of process improvement / business analysis methods and tools;
- Experience of planning, managing and facilitating workshops and focus groups;
- Experience of coaching and developing staff;
- Experience of developing and maintaining networks;
- Effective communication and influencing skills, both verbal and written;
- The ability to analyse data and make recommendations based on findings;
- Experience of using judgment and initiative to resolve issues;
- The ability to motivate and inspire, maintain progress and drive initiatives to conclusion;
- Knowledge and experience of Microsoft Office tools;
- The ability to work independently towards agreed goals, with a high degree of professional integrity and trustworthiness;
- Excellent organisational and planning skills;
- Experience of interpreting customer and business needs via user stories and/or customer analysis models;
- Experience of using Visio, Lucid-chart or other process mapping systems.



You may also have:

- Green belt lean six sigma certification or above;
- Change management experience.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Paula Dunn, Head of Process Improvement**

Tel: +44 (0)113 343 0292

Email: [p.dunn@leeds.ac.uk](mailto:p.dunn@leeds.ac.uk)

## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.



Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

