

Business Improvement Specialist

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

You'll be part of a team of business improvement professionals, playing an instrumental role in helping the business to understand, document and improve its core end to end processes. You will work with Process Owners and senior stakeholders across the organisation to identify areas for improvement, defining solutions through to implementation.

Acting as a champion of business improvement you'll influence others within the business by adopting different working practices.

You are ambitious with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. We are happy to consider applications from those seeking a change of career but who can demonstrate the skills below. Some of the key skills you will possess are:

- Strong process analysis and documentation skills using recognised standards
- Working experience of process notation (e.g. BPMN 2.0) and process repositories (e.g. Signavio, Bizagi, Camunda, Kissflow etc.)
- Proven business improvement experience, such as Lean
- Demonstrates capability in process mapping, evaluation and development
- Ability to plan and facilitate workshops and meetings to deliver an agreed outcome
- Strong customer service, analytical, research, interpersonal and problem-solving skills required
- Good track record for innovation and measurable process improvements
- Good presentation and communications skills across multiple levels of the organization, including senior management.
- Strong inter-personal skills and abilities in managing stakeholders and matrix teams
- Clear and concise communication skills both upward and within the team
- Ability to work in fluid, high-pressure environments and on multiple projects to tight deadlines

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **Do the right thing:** We always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand

Culture & benefits:

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.



On top of this we offer great benefits such as, uncapped commission, car allowance, flexible working conditions, study support, Income Protection, Life Assurance, a generous contributory pension scheme and 25 days holiday (plus bank holidays) with the option to purchase additional holidays.

When you apply for this role, please access the full job description in the account registration area.