

Contract Type:	Permanent
Location:	London
Hours:	Full-Time
Salary:	£45,544 (roles based in London will also receive £3,000 London Weighting Allowance)

Business Process Manager

Purpose of the role

How much you achieve in life should not be determined by how much your parents earn. Yet in the UK, it too often is. We are an education charity that work with like-minded people and organisations towards a day where every child has the education they are entitled to. We train people with leadership potential to be inspirational teachers in schools in low-income communities across the country. These leaders go on to work in schools and other sectors of society towards our vision: a future where no child's educational success is limited by their socio-economic background. For more information on the work we do and which regions we operate in, please visit www.teachfirst.org.uk. The Charity has ambitious plans for growth in order to achieve the goal of ending educational disadvantage and Technology plays a vital role in the success of the Charity. Technology partners with employees across the charity to ensure we leverage the power of technology by providing creative solutions, responsive services and reliable access to an enabling infrastructure.

We are currently seeking a proactive and motivated individual who is excited by the opportunity to shape change and contribute towards the future growth of a national charity. As the Business Process Manager, you will be responsible for defining and documenting business processes as part of a transformation programme. A key focus is to align business requirements with technologies, and feed into the redesign and reimplementation of Salesforce, the charity's enterprise CRM.

This is a fantastic opportunity for someone who would like to progress their career to the next level and gain exposure influencing org-wide decision making. You will help take Teach First to a new professional level and support the organisation to think outside the box and come up with creative and resourceful solutions. You will join a fast-paced, dynamic and growing organisation that puts people at the heart of its values. We currently operate across ten geographical locations in England and Wales.

What you do

At this level you will:

- Report to the CRM / MI Manager
- Work within the Technology department in the CRM / MI Team.

Your responsibilities include:

- Working with all areas of programme delivery to understand business needs.
- Validating, improving and defining lean business processes that will enable us to meet our goals.

- Ensure processes are efficient and offer value for money.
- Drive delivery of the process component of the digital transformation project.
- Bridging communication between the business and technology, ensuring technologies and business strategy aligns and is reflected in processes.
- Create a process inventory and documentation,
- Ensure new processes are consistently rolled out and embedded, driving change where necessary.

The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need.

You're good at

Essential:

- Experience delivering CRM related projects and involvement in programmes of work across both business transformation and IT
- Expert business analyst with ability to think critically and strategically when gathering and validating requirements.
- Excellent communication, influencing and stakeholder management skills
- Proven ability to drive and embed change
- Proven ability to map processes and use of BPMN tools
- Proven process improvement experience
- Working knowledge of CRM technologies and principles

Desired:

- Salesforce
- Lean Six Sigma
- Blueworks Live

All our employees are expected to model [our values](#) and help others to do so.

Benefits

Teach First's core benefits include 27 days holiday per annum (3 of which must be taken during the one week holiday shutdown period between Christmas Day and New Year's Day), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

How to apply

To apply for a vacancy at Teach First you are required to complete an [online application form](#). Please have your CV and covering letter ready to upload. If you are an internal candidate please apply via your HR Self Service menu after informing your line manager of your interest.

Next steps

We aim to provide feedback to all applications within 10 working days from the closing date.