
Contract Type:	Permanent
Location:	Any Teach First local area office
Level:	3
Hours:	Full Time
DBS required:	None
Salary:	£44,000 (roles based in London will also receive £3000 London Weighting Allowance)

Business Process Manager

Purpose of the team:

The Strategy, Research and Performance directorate ensures that Teach First can make the best of its resources to have a positive impact on the lives of children and young people from disadvantaged backgrounds. Its role is to help facilitate the development of Teach First strategy and the initiatives to implement that strategy in line with the latest evidence and research. The directorate helps drive performance at Teach First by providing access to the data, analysis and research that informs decision making as well as by serving as a centre of excellence for project management. The directorate supports the organisation to learn from what has and hasn't worked through rigorous evaluations and ensures these learnings are captured in organisational planning and future strategy.

Purpose of the role:

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.

At this level you will:

Impact: Drive improvement in business processes.

Communication: Manage stakeholders across all parts of the organisation.

Innovation: Provide solutions for teams on how they could improve processes, particularly aligning to transformation of CRM technology.

Knowledge: Have a sound grasp of process mapping, management and improvement methodologies.

Your responsibilities will include:

- Working with all areas of the business 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
- Bridge 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. As part of the role you may be required to travel to other UK locations from time to time.

Person Specification

Essential skills and experience:

Process improvement

- Identifying and analysing business processes to drive improvements
- Experience of facilitating workshops to drive business process improvement
- Experienced user of BPMN and Microsoft Office tools
- Experience of implementing process change and associated training

CRM

- Some experience of delivering process design for CRM related projects with working knowledge of CRM technologies and principles

Influencing and stakeholder management

- Strong communication, influencing and stakeholder management skills
- Working and communicating at all levels of the organisation including the operational and senior leadership

Desirable skills and experience:

- Salesforce experience
- Experience in applying 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

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. For this role first round interviews are likely to take place on 13th and 14th December with second round interviews as required.