



# business process analyst

job description and organisational overview



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## job overview

<b>Post:</b>	Business Process Analyst
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB
<b>Salary:</b>	£28,000-£33,000 depending on experience (2 year contract)
<b>Closing date:</b>	10 <sup>th</sup> February 2020 Interviews week commencing: 17 <sup>th</sup> February 2020

## background

In the autumn of 1906, eleven men gathered around a table to witness the birth of the United Kingdom Evangelization Trust (UKET). Progressive for its time, UKET's primary function was to hold in trust, resources generously given by its members, for Christian based philanthropy.

Fast forward over 113 years and Stewardship remains a progressive pioneer of generosity; receiving, investing and releasing around £70 million of charitable giving each year. Having undergone radical growth through numerous mergers, Stewardship is now proud to be within the top ten faith based charities.

In recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically-orientated professional services company. Our portfolio of services is now both specialist and diverse, and includes online charitable giving accounts, payroll, mortgages and deposits, accounts examination, educational resources, digital marketing campaigns (such as the award winning [www.40acts.org.uk](http://www.40acts.org.uk)) and support programmes for full time Christian workers (FTCW).

Our bold, ambitious vision for the future requires changes to existing process and creation of new ones in order to support the organisation in this period of growth. We can now offer this opportunity to work in a friendly, but busy team, where you will play a significant part in driving forward our mission.



## mission, vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

Our mission is **transforming generosity**:

**We make giving easy** and help over 25,000 individuals to give around £70 million each year, to our database of over 19,000 charitable causes. We help people organise all of their charitable giving from the first gift to the last, any amount at any age, using their Stewardship giving account. We also help hundreds of causes raise more money each year on our online fundraising website, give.net.

**We inspire greater generosity** from the Christian community too, through our wealth of resources, courses and campaigns for individuals and churches alike. We challenge and provoke the church to teach more effectively on generosity. Our own generosity campaigns and resources, including the award-winning 40acts, attract thousands each year.

**We strengthen Christian causes**, by offering practical, tailored financial and legal support to help Churches and Christian charities to transform the world. We offer a range of professional, legal and financial support services to churches, charities and individuals.

At our core, as believers in Jesus Christ, are the biblical values of:

**Generosity**

**Integrity**

**Relationship**

**Excellence**

### **IMPORTANT - Occupational Requirement (OR)**

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement., including active membership of a local church congregation.



# job description

## overview

In your role you will be responsible for the design and/or modification of business processes, producing process metrics to evaluate effectiveness. You will have discussions with relevant stakeholders and other significant parties in order to understand the problems and the required outcomes. You will be required to gather information, document processes and analyse business needs in order to present the requirements to all required parties. You will then ensure that any relevant technical specifications meet those requirements. This role may also include performance or user acceptance testing.

## main responsibilities

- Evaluating and documenting business processes, anticipating requirements, defining process metrics, uncovering areas for improvement, defining solutions, and managing their implementation.
- Ensuring solutions meet business process needs and requirements
- Leading ongoing reviews of business processes
- Liaising with relevant stakeholders; working closely with clients, managers and the release team
- Conducting meetings and presentations to share ideas and findings
- Gathering critical information from meetings with various stakeholders and producing reports
- Performing requirements analysis for allocated projects
- Monitoring deliverables and communicating the results
- Performing user acceptance testing

## person specification

### You

We recognise that to be great at your role there are certain characteristics that are important, and others that enable a good fit within our existing team, and culture.

- You are self-directed and exhibit initiative. Once a goal has been set, you are motivated to find out what needs doing and the drive and tenacity to work it through to completion.
- You have strong problem-solving skills, are naturally analytical and are able to think clearly and logically.



- You have good organisational skills and a methodical approach.
- You are confident in evaluating and implementing process changes and efficiencies.
- You are confident when running a meeting; able to balance differences across departments to get a clear outcome.
- Able to adapt easily so that you are able to ascertain what the best possible fit is when the context changes.
- You are creative; not willing to settle for the status quo but wanting to come up with new ideas to make things easier and simpler.
- You are able to put others at ease when it comes to changes.

### Your Experience

We are seeking someone with the right attitude and aptitude rather than the right history. However, the following will stand you in good stead:

- You have experience in both creating new processes and changing them
- You have experience working within a process methodology e.g. lean, six sigma etc.
- You have experience of developing process metrics and using them to demonstrate the benefits of the process changes you deliver
- You have experience of defining processes that form system requirements as well as human activities
- You have defined and delivered process improvements in a variety of small to medium sized organisations including some with customer service environments
- You have experience of working with Microsoft applications; particularly excel, outlook etc.



## working for us

### Working hours:

This is an office based full-time post, working 5 days per week. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work on a flexi-time basis between 8.30am and 6pm in accordance with the needs of the organisation.

### Annual leave:

27 days.

### Company benefits:

Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary, into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Other benefits are available including childcare vouchers, subsidised gym membership, a matching scheme for charitable giving, and we always remain open to ways we can look after staff and create an environment where people want to work.

More details on staff benefits can be found at <https://www.stewardship.org.uk/jobs>

## application process

Please complete our standard application form, together with an equal opportunities form. If these are not attached to this document, please download from [www.stewardship.org.uk/jobs](http://www.stewardship.org.uk/jobs). Please also provide an up to date copy of your CV.

Please provide suitable daytime and mobile contact details as well as a confidential email address wherever possible.

Please submit all your paper work electronically to [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk).

All correspondence will be acknowledged within 48 hours.

If you do not receive an acknowledgement for all future emails, please presume your email has not been received; you should make contact by phone 020 8502 5600.

**For further information, please contact Kofo Abidemi, HR & Facilities Administrator.**

**Address:** 1 Lamb's Passage, London EC1Y 8AB  
**Telephone:** 020 8502 5600 extension 307  
**Email:** [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)