

Purpose

This role is responsible for leading business process management with a focus on enterprise-wide adoption and capability uplift. This role will leverage TSB's process framework in Signavio to model processes and lift process maturity. This role will drive enterprise-wide process modelling and improvements, playing a key part in enabling TSB to meet our ambition of becoming the easiest bank to deal with and delivering on our 2030 Strategy.

Role Dimensions

- **Reports to:** Head of Enterprise Optimisation & Simplification
- **Department:** Operational Excellence
- **Direct Reports:** No
- **Financial Authority:** No

Person Specifications

- Minimum of a bachelor's degree, preferably in business, management or operations.
- Significant experience, 8 years+ in applying structured process improvement methodologies.
- Proficiency in business process management (BPM) and automation tools (e.g., Signavio).
- Proven knowledge of process modelling, data analysis, and process mapping techniques.
- Banking or Financial Services experience preferred.
- Demonstrated experience in leading and delivering complex cross-functional change, that involves people, process and technology to achieve sustainable tangible outcomes.
- Experience in facilitation, coaching and training to engage and enable the business in applying process improvement tools, preferably leveraging Signavio.
- Able to work consultatively cross-function and builds strong working relationships, including mentoring individuals.
- Strong problem-solving abilities with a data-driven approach to identifying inefficiencies and developing solutions.

Role Specific Areas of Responsibility

- Lead and delivers process optimisation initiatives to support TSB's 2030 Strategy to become effective, efficient and the easiest bank to deal with.
- Use Signavio and other process management tools to document, model, and standardize processes. Analyze and streamline business processes across business units, identifying inefficiencies and areas for improvement to enhance operational efficiency and productivity.
- Lead the implementation of process improvements, and adoption of BPM through clear communication, training, and ongoing support. Drive engagement and encourage a culture of continuous improvement.
- Lead and oversee the adoption of Signavio to facilitate process mapping, automation and performance tracking.
- Review processes and areas to identify waste and opportunities to improve and realise customer and commercial benefits, build and present a compelling case for investment
- Apply process improvement skills and tools, working with the business to implement quick/medium term wins (no/low Tech input) and establish a longer-term roadmap.
- Works with the Optimisation and Simplification, and Technology teams to identify automation/other Tech change opportunities to drive tangible outcomes.
- Applies change management and uses governance/operating rhythm to embed the changes in BAU. Becomes a trusted partner on process improvement to the business and wider organisation.
- Lead and oversee the adoption of Signavio to facilitate process mapping, automation and performance tracking. Engages with the business and through projects, coaching and create a continuous improvement culture.
- Complies with health and safety policies, directions and instructions and ensure that in the performance of duties not to undermine own health and safety or the health & safety of any person.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development . This position description provides a broad overview of responsibilities and is a living document which TSB reserves the right to amend from time to time as required.