

A large red banner with the text "Business Process Manager" in white, sans-serif font.

**Reporting to:** Enterprise Architect

**Department:** ICT

#### Qualifications

- Bachelor's Degree in Computer Science, and/or other relevant studies.
- Education in Process Management Methodologies (BPM, Six Sigma Black Belt, etc.)
- Relevant education on Project Management Methodologies (PMBOK, Prince etc)

#### Experience

- More than 10 years project management experience preferably with a particular focus on Business Systems such as CRM or EDMS.
- Business and Process analysis experience
- Business Change Management experience
- 5 or more years in the commercial aspects of the sale and/or acquisition of enterprise systems and related services.

#### Auxiliary Requirements

- Knowledge in industry standard ERP solutions.
- Advanced user of MS Office Applications (Visio, Word, Excel, Powerpoint & Project).
- Working knowledge of ICT security.

#### Job Purpose

The Business Process Manager will ensure that processes are optimized in terms of efficiency and effectiveness. Specifically, all business processes will be first documented; made accessible and available to all who require them to perform their role; then optimized thru the use of technology and the removal of non value adding activities. Because optimizing process invariably leads to changes in the way individuals or groups carry out their roles, the business process manager is also required to manage business change by applying methodologies and practices to support the change process.