

JOB DESCRIPTION

Process & Compliance Lead

Responsible to:	Head of Projects & Process
Immediate Subordinates:	None
Salary:	£30,000 to £35,000 plus benefits
Contract length:	Permanent

Overview

Based in the North-West, TNP are looking for an enthusiastic, high calibre Process & Compliance Lead to join our dynamic company.

The ideal candidate will have previous experience in a Process Improvement role in a complex environment. They will be able to analyse, document and improve existing and often complex business processes.

A large proportion of TNP's customer-base is public sector, currently offering services to local authorities, health and education, including provision of managed Wide Area Networks, Local Area Networks, Wireless LAN and Security. Therefore, a candidate with experience of working in, or for, the public sector and telecoms would be advantageous.

Experience with compliance would be necessary in this role, preferably in a similar organisation.

They should have a proven track record of process management and improvement, ideally for the public sector in the networking space. The role is a permanent contract focused on change and process improvement within TNP.

MAIN FUNCTION

The Process & Compliance Lead is responsible for analysing, mapping, recommending and assisting in the implementation of major process changes across all areas of TNP.

The Process & Compliance Lead will be expected to work with a range of stakeholders from Directors through to Engineers and provisioning assistants.

The Process & Compliance Lead will lead, alongside compliance managers, in the ongoing compliance and implementation of business management systems such as ISO27001 and 9001.

SPECIAL CONDITIONS

A Disclosure and Barring Service (DBS) clearance is a condition of initial appointment and ongoing employment.

CONTACTS

Name/organisation	Reason	Approximate Frequency
Line Manager	Performance monitoring	Fortnightly
Line Manager	Reviews	Quarterly
Quality Manager / SIRO / Information Security Officer	Investigating non-compliance and assisting with improvements and internal audits	As Required
TNP Management Team / Staff	Reviewing current processes and presenting improvements	As Required
TNP Internal	Team work	Daily

MAIN DUTIES

- Capture of as-is and design of future processes with RACI, measures and insights to support the deployment of operational capabilities Implement new and improved processes working with process owners and functional Managers
- Capture of as-is and design of future Customer & User journeys overlaid with insights to support the deployment of operational capabilities
- Support the Identification and delivery of opportunities for improvement of business capability as part of a transformation programme (including both strategic and tactical hotfixes)
- Configure business process management systems, spreadsheets and other tools, or provide specifications to the Systems Architect to implement bespoke systems, to drive business processes
- Work with a range of internal stake holders across all levels of the business
- Produce and maintain documentation for processes such as flow charts, local work instructions and other relevant documentation
- Support the creation of new products and services advising on new or modified processes
- Work with the Quality Manager and SIRO (Senior information Responsible Owner) to investigate non-conformances and Management system improvements
- Lead on updates and enhancements to relevant ISO management systems (QMS, ISMS, etc), to be approved by the relevant Compliance Manager (Quality Manager, SIRO, etc)
- Perform internal audits for the ISO Management Systems
- Assist with the implementation of corrective action plans
- Work with Partners, third parties and external services to agree SLAs and monitor and regulate these SLAs
- Provide high quality communications and training to TNP staff regarding process improvements
- Participate in the Company's Performance Management System and ensure full compliance with all policies and procedures, reporting systems and Company Values at all times
- Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.

Person Specification

Criteria	Essential / Desirable	Application form / Interview
Significant experience of process mapping and improvement in a complex environment demonstrating where tangible benefits were delivered to the organisation	Essential	Application form / Interview
Good working level knowledge of business or systems analysis	Essential	Application form / Interview
Able to operate at all levels of the business regardless of seniority	Essential	Interview
Able to think outside of the box and suggest new ways of working	Essential	Interview
Excellent written and verbal communication skills	Essential	Application form / Interview
Solid organisational skills including attention to detail and multi-tasking skills	Essential	Interview
Strong working knowledge of the Microsoft Office suite	Essential	Application form / Interview
Knowledge of a Business Process Management tool	Essential	Application form / Interview
Experience of managing ISO9001 or 27001 Management systems	Desirable	Application Form / interview
Hold a process management qualification such as Six sigma	Desirable	Application Form
Commitment to undergo further training through operational requirements and personal development	Essential	Interview