



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Business Process Manager – Shared Service Centre Workstream
Business Unit / Group Function	Central Services
BU Team / Sub-Function	Finance
Location	Arete
Team Leader Role	Head of Finance Shared Services
Role Level	4A
Team Members	No
Role Purpose Provide analytical and delivery support to the Head of Finance Shared Services in shaping and delivering the Shared Service Centre workstream. Acting as a process improvement specialist, the role will support the transition of key end-to-end processes into SSC and help develop a more standardised, efficient and controlled service model across transactional finance activity. The role will draw on finance transformation experience and methodologies such as LEAN to identify improvement opportunities, reduce inefficiency and support delivery aligned to our Finance Transformation programme objectives and wider Finance transformation priorities.	
Accountabilities • Support the design and delivery of the Shared Service Centre workstream, coordinating inputs, maintaining pace and enabling effective stakeholder engagement. • Support definition of SSC scope, service catalogue content, operating principles and service expectations, ensuring activities, responsibilities and hand-offs are clearly articulated • Undertake analysis to identify centralisation opportunities and apply LEAN or similar techniques to reduce non value-added activity, simplify processes, improve standardisation and reduce inefficiency. • Support root cause analysis and continuous improvement activity to strengthen service quality, control effectiveness and cycle time performance. • Support the development of the SSC evolution hypothesis, SLA approach, service management outputs, KPIs and reporting requirements to enable effective governance and performance management. • Support documentation of key end-to-end transactional finance processes within scope, ensuring process, control and service implications are understood and reflected in workstream outputs. • Coordinate agreed actions and support delivery through detailed design, execution, go-live and business as usual handover. • Identify, track and support resolution of workstream risks, issues and dependencies, including alignment with process workstreams, controls and IFS rollout activity. • Support requirements and readiness activity for enabling tools, workflow solutions and case-management approaches required for the future SSC operating model. • Prepare high-quality materials and updates to support governance discussions, decision-making, stakeholder communication and change activity.	



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Skills / Experience / Capabilities

- Experience in business process analysis, process improvement and workstream delivery within a Finance, Shared Services or transformation environment.
- Demonstrable process improvement expertise, including application of LEAN or similar methodologies to standardisation, root cause analysis and cycle time improvement.
- Strong finance transformation and project or programme delivery experience, ideally in complex change environments.
- Strong analytical, documentation and problem-solving skills, with the ability to translate insight into clear, practical outputs.
- Good understanding of Shared Service Centre principles, service management concepts and supporting governance measures such as SLAs and KPIs.
- Strong planning, organisation, stakeholder engagement and communication skills, with the ability to work effectively across Finance and cross-functional teams.
- Proficient in Microsoft Office applications, particularly Excel, PowerPoint and Word, and comfortable operating in a fast-paced change environment.

Created by:	Martin Purkess
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