

<b>Job Title</b>	<b>Process Universe Specialist</b>
<b>Business Unit / Group Function</b>	Contribution & Development Office
<b>BU Team / Sub-Function</b>	Finance
<b>Location</b>	[Insert from Sukh]
<b>Leader</b>	Planning, Budgeting, Reporting & Internal Markets Lead
<b>People Leadership</b>	No
<b>Job Level</b>	4A
<b>Role Purpose</b>  <p>Ensure effective governance of the Company's operating model, the William Grant Way (WGW), specifically related to the Business Process Universe in order to sustain and optimise its content and application - so as to ensure the most effective and efficient possible outcomes for the Company across the business as a whole. Monitor and analyse all aspects of the Business Process Universe to understand its completeness, integrity and effectiveness in order to challenge and provide guidance to assist with continuous improvement</p>	
<b>Accountabilities</b> <ul style="list-style-type: none"> <li>• Support the C&amp;D team to monitor how the business operates in relation to the specific requirements of the WGW Business Process Universe for both its normal functioning and the governance aspects, with the acknowledgement that management have primary responsibility for this outcome</li> <li>• Support the Business Units and Central Services teams to ensure the on-going development of the WGW Business Process Universe in order to improve the effectiveness and efficiency of Company operations, allowing for Freedom within the Framework. Ensure that the development of the Process Universe takes place in accordance with the governance procedures and in the overall interests of the Company</li> <li>• Ensure that any design changes or developments are accurately detailed within the the Business Process Universe and the relevant members of the C&amp;D team have oversight of these and can evaluate their conformity to the WGW design principles</li> <li>• Support the business to design process improvements where required in line with the WGW operating principles</li> <li>• Monitor all documentation relating to the Business Process Universe and check that accurate details of the agreed process and documentation are updated in a timely and efficient manner.</li> <li>• Work with the C&amp;D team to ensure full understanding of the relevant processes and ensure all training materials accurately reflect the agreed process</li> <li>• In an initial phase support the business to develop the level 4 &amp; 5 business processes and build process design capability within the organisation with a network of process champions</li> <li>• Support the C&amp;D team where required to help management embed the processes defined in the WGW Process Universe, with the right level of rigour and discipline in order to ensure the integrity and timeliness of all related matters. Ensure that the process owners (Level 1 -3 processes) are fully aware of their responsibilities, supporting the People Lead to ensure these are accurately reflected in role profiles</li> <li>• Ensure full understanding of the Process Universe across the Business Unit Leadership Team to support the effective operation of the business model</li> </ul>	

- Operate as an independent entity, cooperating closely with the business, yet retaining the necessary degree of independence and robustness with required and well-justified interventions on Company matters.
- Support the Business Planning, Reporting & Internal Markets Lead to actively communicate the existence of and the rationale for having the WGW Process Universe so that all employees are properly informed and able to understand the need for its practical implementation
- Support the Communications & Training Lead to develop materials for compulsory training programmes as needed.

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**Core Competencies:**

<b>Formulating Strategies and Concepts</b> <ul style="list-style-type: none"><li>• Works strategically to realise organisational goals</li><li>• Sets and develops strategies</li><li>• Identifies, develops positive and compelling visions of the organisation's future potential</li><li>• Takes account of a wide range of issues across, and related to, the organisation.</li></ul>	<b>Presenting and Communicating Information</b> <ul style="list-style-type: none"><li>• Expresses opinions, information and key points of an argument clearly</li><li>• Makes presentations and undertakes public speaking with skill and confidence</li><li>• Responds quickly to the needs of an audience and to their reactions and feedback</li><li>• Projects credibility</li></ul>
<b>Applying Expertise &amp; Technology</b> <ul style="list-style-type: none"><li>• Applies specialist and detailed technical expertise</li><li>• Develops job knowledge and expertise through continual professional development</li><li>• Shares expertise and knowledge with others</li><li>• Uses technology to achieve work objectives</li><li>• Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity</li><li>• Demonstrates an understanding of different organisational departments and functions</li></ul>	<b>Delivering Results &amp; Meeting Customer Expectations</b> <ul style="list-style-type: none"><li>• Focuses on customer needs and satisfaction</li><li>• Sets high standards for quality and quantity</li><li>• Monitors and maintains quality and productivity</li><li>• Works in a systematic, methodical and orderly way</li><li>• Consistently achieves project goals.</li></ul>
<b>Analysing</b> <ul style="list-style-type: none"><li>• Analyses numerical data, verbal data and all other sources of information</li><li>• Breaks information into component parts, patterns and relationships</li><li>• Probes for further information or greater understanding of a problem</li><li>• Makes rational judgements from the available information and analysis</li><li>• Produces workable solutions to a range of problems</li><li>• Demonstrates an understanding of how one issue may be a part of a much larger system.</li></ul>	<b>Relating &amp; Networking</b> <ul style="list-style-type: none"><li>• Establishes good relationships with customers and staff</li><li>• Builds wide and effective networks of contacts inside and outside the organisation</li><li>• Relates well to people at all levels</li><li>• Manages conflict</li><li>• Uses humour appropriately to enhance relationships with others</li></ul>

**Skills and Qualifications:**

- Educated to Degree level or equivalent in a Business, Finance or IT-related Discipline
- Experience within a controls/process environment
- Strong written communication skills in documentation and process creation
- Strong change management and stakeholder engagement skills
- Proven business analysis and problem solving skills

- Good experience working with processes and being detailed focused