BC HOUSING

1.Position No. 82323	2. Descriptive Working Title Business Process Management Analyst		3. Present Classification AO3
4. Branch Development & Asset Strategies (DAS)	5. Department Portfolio & Business Strategies	6. Work Location Hybrid-Site Central	Date November 2023
7. Position No. of Supervisor 82307	8. Descriptive Work Title of Supervisor Director, Business Strategies		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Director, Business Strategies, the Business Process Management Analyst is responsible for the design, implementation, maintenance, and review of business processes for DAS. The position coordinates the re-design, assesses current business practices, identifies business options, risks, and risk mitigation approaches, and ensures impacts of changes are communicated and addressed. He/she/they provides inputs on systems that support the business goals, works with various stakeholders for necessary changes, manages projects for DAS continuous improvement, and liaises with business partners and IMT for system development.

11. Duties:

Focus of duties may vary depending on portfolio assigned.

1. Participates in the design, implementation, maintenance, and review of business processes to support achieving the corporate goals. Provides strategic consultation to DAS managers and staff in defining or designing business processes.

2. Provides analysis and leadership for business process re-engineering. Coordinates the re-design by seeking input and expertise from staff, assessing current business practices, researching best practices, analyzing business options, identifying risks and risk mitigation approaches, recommending priorities, and resourcing requirements, and providing cost-benefit considerations for business solutions.

3. Leads the review and evaluation of end-to-end business processes and systems with various departments to identify areas of improvement, assess business problems, articulate business requirements, and provide recommendations for any associated process improvement.

4. Identifies, validates, and communicates impacts of system, functional or process changes to the business and users. Provides recommendations on operational changes required to address business processes, systems, policy, or regulatory changes.

5. Develops and maintains tools, standards, and processes for the shared use of business process management artifacts. Promotes and monitors to ensure the approval practices in use are consistent across the branch.

6. Provides input and direction on applications or systems that support business capabilities, business processes, and technical and security requirements to achieve the branch's goals.

7. Collaborates with relevant stakeholders to ensure the development of appropriate procedures for internal and external clients in support of a new process or system.

8. Provides support and updates to DAS management by assembling data, preparing reports, and developing presentations of findings and analyses.

9. Acts as the project manager for DAS internal projects related to business processes and system improvements. Liaises with IMT and business partners to determine resources, define business requirements, and create process and information models to support IT application development.

10. Ensures applicable rules are in place, system modifications are tested according to business requirements, procedures are developed, documented, and communicated throughout the implementation of system changes or any complex projects.

11. Works with the communication team to prepare business content in communication materials related to system and process changes for internal and external audiences.

12. Liaises with the program planning team and the policy team to clarify legislative requirements and policies and gather inputs for operational and implementation considerations.

13. Liaises with corporate staff from Operations, Finance, Lending Services, Information Management & Technology, and other branches to maintain operational efficiency and ensure cross-branch alignment.

14. Consults with appropriate stakeholders to resolve conflicting requirements or solutions and investigates errors and anomalies identified in business or system processes.

15. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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4. Education, Training and Experience	

Bachelor's degree in business administration with course emphasis in process development, or other related fields.

Considerable experience in the use of business process systems. Some experience with business analysis, business reporting design and development, data management, and new systems implementation.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:
- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

- Considerable knowledge of business process technology
- Sound knowledge and understanding of the practices of business planning, business process development, and implementation
- Sound knowledge of running data analysis, cost-benefit analysis and risk assessments, and project management
- Strong organizational, problem-solving, analytical and time management skills
- Proficient in the use of Microsoft Office and relevant software
- Excellent verbal and written communications skills, ability to present information clearly and concisely
- Ability to learn and understand the Commission's mandate, programs, operating requirements, and strategic priorities
- Ability to assess requirements, think conceptually and support the development and implementation of effective business processes
- Ability to excel in working under pressure to meet deadlines and changing priorities

6. Occupational Certification