BUSINESS PROCESS MANAGER

Business function: Project Management Office	**Closing date**:
Reports to: Head of PMO	**Start**:
Location: Kings Hill, West Malling, Kent	
Salary: £30K - £35K	
Terms: Permanent full time.	

TRULY FIBRE, TRULY FAST

We're expanding our team as we transform broadband in Kent and beyond. If you'd like to join us on our exciting journey, we would love to hear from you.

Call Flow has an established Fibre To The Cabinet (FTTC) broadband business in four counties, and has recently launched Trooli, which builds full fibre optic networks to homes and businesses using Fibre To The Premises (FTTP) technology. Trooli delivers the highest speed and highest quality broadband services in the country – modern, future-proof and fit for the digital age.

THE ROLE

We're a small company with a very exciting future. This opening provides an exceptional opportunity for an experienced and dynamic business process manager. We require you to evaluate, design, execute, measure, monitor and control business processes. As process manager you work to ensure that business process outcomes are in harmony with Trooli's strategic goals. You will be required to work collaboratively across all departments of the organisation to help improve the management of a business process. You will also need to focus on the entire process from beginning to end, introducing innovation into the process that can impact results, enhance profitability and assist Trooli to meet its business objectives and goals.

Key Responsibilities are:

- Identify and create a business process to accomplish specific business objectives.
- Discern between a business process and a series of steps captured on a flow chart.
- A key responsibility of a business process manager is to analyse the steps in question to determine if they consist of a simple series of activities or an actual business process.
- Develop a vision of the big picture.
- Understand that enhancing process effectiveness is not a one-time endeavour, and that meaningful change typically requires continuous improvement.
- Redesigning business processes typically involves more than just rearranging the steps on a flow chart. It requires the ability to change the hearts and minds of employees affected by the change.

- Engage employees to inspire and empower them to provide input into process change.
- Encourage employees to embrace the new process once it is implemented.
- Consistently pursue continued process innovation may requires strong determination, self-motivation and interpersonal skills.

Your experience

A degree would be advantageous, and you will have at least four years' experience in business process management, or related business disciplines.

Your skills and personal attributes

- An exceptional communicator who can build relationships with ease
- A responsive decision maker, willing to make judgement calls and difficult decisions
- Proven commercial acumen and entrepreneurial approach, with strong negotiation skills.
- Ability to collaborate with vendors and employees.
- Actively seeks opportunities to keep up to date with all new developments in the broadband space.
- A proactive attitude and willingness to adapt to the requirements of a fast-growing organisation.
- Ability to influence at all work levels.
- Role models personal integrity which has proven to inspire and gain commitment from a loyal team.

Your personal benefits

- 25 days paid holiday, plus bank holidays
- Pension
- Free parking
- Friendly working environment
- Company laptop

Our values

- **Integrity**: be transparent and honest with our customers and with each other.
- **Passion**: be excited about what we do.
- **Develop**: invest in each individual.
- **Continual improvement**: work smarter, not harder.
- **Proactive**: take responsibility.
- **Teamwork**: support and collaboration.
- **Quality**: we do what we do well.

If you think you are the person we are looking for, please send your CV to hr@trooli.com prior to the closing date.