BUSINESS PROCESS RE-ENGINEERING (BPR) ANALYST-BRPA2025/11/29

REPORTING TO: BUSINESS PROCESS RE-ENGINEERING

Job Purpose: The BPR Analyst will play a pivotal role in leading and executing process re-engineering initiatives across the bank. This role involves working closely with various business units to map, assess, and redesign processes to drive operational efficiency, enhance customer satisfaction, and ensure compliance with regulatory standards. The BPR Analyst will also be responsible for implementing process improvements, supporting digitization and automation efforts, and ensuring effective change management across the organization.

Key Responsibilities:

1. **Process Mapping and Assessment:**
   - Engage with business leaders and colleagues to map and assess current business processes and ways of working.
   - Identify process improvements using Lean principles, Six Sigma, and industry best practices.
   - Ensure processes align with regulatory and legal standards.
2. **Process Redesign and Improvement:**
   - Redesign processes and ways of working to enhance efficiency and effectiveness.
   - Identify interdependencies between teams to ensure end-to-end functionality.
   - Collaborating with processes leads to ensure ownership and accountability for redesigned processes.
   - Implement, monitor, and report on process improvements.
3. **Documentation and Requirements Gathering:**
   - Develop process maps, flow diagrams, and related documentation for redesigned processes.
   - Document business requirements to support the creation of IT functional specifications, where necessary.
4. **Risk Management**:
   - Ensure proper systems are in place to effectively manage AML/CFT risks at the operational level.
5. **Collaboration with IT and System Developers:**
   - Work with system developers to ensure that systems align with optimized business processes.
   - Ensure both business and technical suitability of process changes.
6. **Training and Implementation Support:**
   - Develop training materials and support the implementation of process changes.
   - Facilitate training sessions to ensure smooth adoption of new processes.
7. **Continuous Improvement and Process Control:**
   - Develop and implement process controls, data collection mechanisms, and reporting tools.
   - Establish tools and frameworks to enable continuous improvement.
   - Support process owners in adopting and maintaining process controls.
8. **Stakeholder Management:**
   - Manage relationships and communications with key stakeholders across the bank.
   - Build trust and maintain buy-in for process re-engineering initiatives.

9. **Additional Responsibilities:**

    - Perform any other official duties as allocated by management from time to time.

The Person:
The ideal candidate must possess the following:

Qualifications/Experience:

- Bachelor's degree in business administration, Engineering, IT, or a related field.
- Certification in Lean, Six Sigma, or related process improvement methodologies is a plus.
- Experience in business process re-engineering or a similar role is a plus.
- Strong analytical skills with the ability to document and redesign complex processes.
- Excellent communication and stakeholder management skills.
- Experience in Office 365 Power Automate/Power App is a plus

Competencies/Attributes:

- Process mapping and documentation.
- Risk management and compliance awareness.
- Collaboration and teamwork.
- Change management and implementation support.
- Continuous improvement mindset.

ALL applicants MUST apply online to the email; **recruitment@familybank.co.ke**; closing date is **10th December 2025.**
Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

"We are an equal opportunity employer"