POSITION DESCRIPTION

Position Title: Operations Business Process Analyst	Direct Manager: Transformation Projects Manager	
Budget Responsibility: Nil	Direct Reports: 0	Indirect Reports: 0

WHAT YOU'RE HERE TO ACHIEVE

Key purpose: The Process Analyst is a valuable member of the Transformation team, collaborating closely with the wider Operations team, reporting to the Transformation Project Manager. This role is responsible for gathering business requirements, conducting data analysis, and assisting in process generation to support operational improvement and the continuing journey to simplify and standardise business processes to enable future development. A particular focus will be given to the transformational projects and reviewing current process and procedures.

WHERE YOU'LL FIT IN #TEAMGALLAGHER
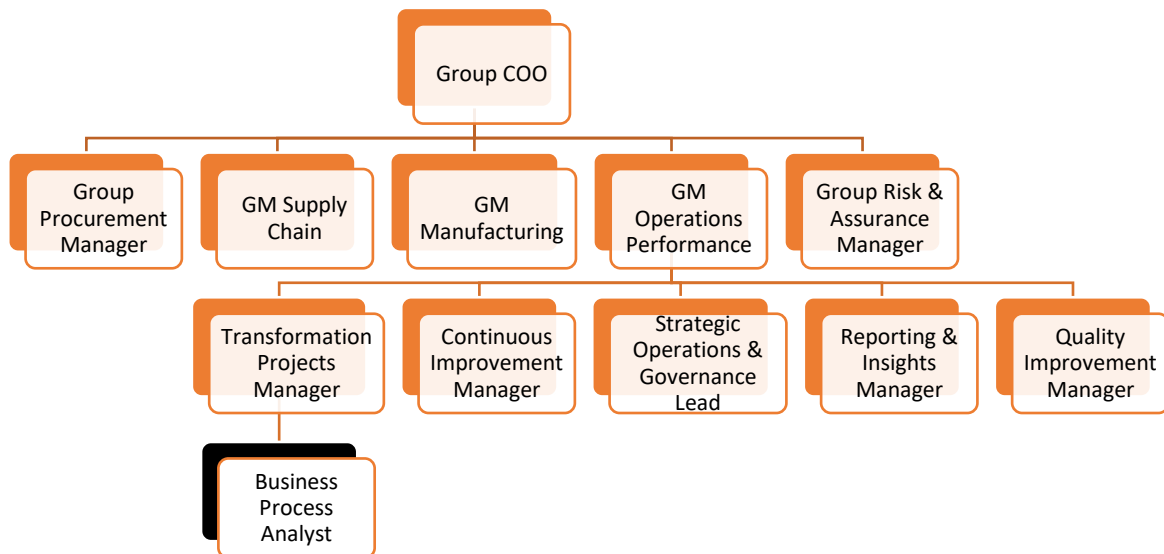
WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
IS, Operations Management, leadership and floor, ELT.	As required.

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Business process improvement: *Support the process to understand business and customer needs and recommend feasible solutions to the problems identified*	• Identify opportunities for process improvements, automation, and optimisation within business processes. Propose solutions that enhance efficiency and effectiveness. • Collaborate with business stakeholders to identify, capture, and document detailed business requirements, processes, and objectives. Conduct interviews, workshops, and other methods to gather necessary information. • Analyse requirements to identify gaps, inconsistencies, and potential challenges. Work closely with stakeholders to clarify and prioritise requirements, ensuring they are feasible, complete, and aligned with strategy. • Assess implications and risks of recommendations. • Adopt holistic thinking of impacts on wider business and/or future business direction. • Utilise data to make adequate, informed decisions. • Work with the business to cleanse data where appropriate. • Support change management processes across the business.
Project Support & Cross Functional Collaboration: *Support the end-to-end management of projects to enable a high level of stakeholder engagement and effective progress tracking and reporting*	• Collaborate with business stakeholders to identify, capture, and document detailed business requirements, processes, and objectives. Conduct interviews, workshops, and other methods to gather necessary information. • Collaborate with development teams to design effective solutions that address business needs. Provide input into the design process by offering insights based on the business requirements and industry best practices. • Create technical specifications. Document the solution for areas of complex configuration or custom developments. • Serve as a liaison between business users, project managers, and development teams. Facilitate effective communication by translating technical concepts for non-technical stakeholders and vice versa. • Raise issues to the attention of the project team promptly, proposing solutions as appropriate. • Collaborate with project managers to ensure that projects are executed on time, within scope, and within budget. Provide input into project planning, status updates, and risk assessments. • Provide updates when implementation is pivoting from agreed recommendation and probable impact on outcomes.
Provide SAP support for MM, PP, SD, IM & WM, QM	• Support local and subsidiary end users with general SAP related inquiries and problem resolution. • Assist Operational Excellence team to clarify IS request requirements.

Data analytics and reporting	• Ad hoc date extraction, analysis and reporting as required. • Liaise with business leaders and stakeholders to validate requirements and report findings. • Ensure timing and consistency of data is meeting business requirements and training on usage of reports.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience: -
- Relevant qualification in business, data analysis, or a related field.
- Proven experience in SAP process and business analysis.
- Strong analytical, problem-solving, and documentation skills.
- Excellent communication, team collaboration, and stakeholder engagement skills.
- SAP IBP experience desirable.

Skills / Competencies:

- **Attention to Detail:** A keen eye for detail to ensure we have consistent timely data sources and reporting
- **Analytical Thinking:** Strong analytical and problem-solving skills to investigate data issues, analyze data, and propose effective solutions.
- **Communication:** Excellent verbal and written communication skills to convey analytical-related information clearly to cross-functional teams and stakeholders.
- **Teamwork:** The ability to work collaboratively with diverse teams, including production, engineering, and management, to address data concerns and work together to implement improvements.
- **Time Management:** Effective time management and organization skills to prioritize tasks and meet deadlines for analyst activities.
- **Adaptability:** Flexibility to adapt to changing project requirements, new technologies, and evolving KPI and reporting needs.
- **Continuous Learning:** A commitment to continuous learning and staying updated on industry best practices, tools, and technologies.
- **Customer Focus:** A focus on understanding and meeting customer requirements and ensuring high levels of customer satisfaction.
- **Problem Prevention:** Proactive mindset to prevent reporting issues by designing robust processes and procedures.
- **Negotiation and Conflict Resolution:** Skills to handle conflicts and negotiate effectively to achieve objectives through KPIs and reporting.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

We are creative problem-solvers
Our rich pioneering history inspires us to think differently.

We build lasting relationships
We treat everyone with integrity, and value relationships that inspire and empower us.

We trust one another
We build this through consistency, compassion, excellence and honest communication.

We respect all voices
We harness the power of different backgrounds and experiences to create exceptional outcomes.

We help each other to grow
Our curiosity and thirst for learning helps us reach lofty heights.

We're committed to a better tomorrow
Our practices, behaviours and processes are good for us all and for our planet.

We share knowledge freely
We're a global community that sees collaborative information flow as a super power.