

Process Manager

Job Posted by Kalpana Jha | June 23, 2022

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Job Title :- Process Manager

Grade :- Permanent Role with RBL Bank (4-7 Years of work experience) – Sr. Manager

Department:- Program Office, Projects & Processes

Location : – Airoli, Navi Mumbai Reporting To VP1

Position Purpose

The primary responsibility will be to facilitate best practice, provide clarity & direction on all business and tech processes. We need a dynamic process manager who can document, maintain end-to-end business processes, and proactively engage with all functions across the organization to ensure that all SOPs and related documentation are up to date and available to all users.

Position Responsibilities

- Review current documentation in view of existing 'as-is' processes, current industry standards and best practices.
- Determine the requirements of users of SOP and business/technical documentation.
- Analyze the scope of improvement in terms of awareness of processes and accordingly plan the process writing.
- Evaluate existing business processes.
- Highlight gaps and chalk out a strategy to document all the processes. (30,60,90 days prioritization of documenting the processes based on organization priority)
- Agree on user friendly digestible format and structure for all Business Process Documentation.
- Ensure POC is done with end users to ensure information is fit for purpose and it does not create any ambiguity.
- Keep the SOPs crisp and incorporate animation, graphs, illustrations and/or data points to increase users' understanding of the material.
- Support new process/changes with 'as is' and 'to be' documentation.
- Manage improvement teams and implementation processes.
- Business process discovery and process mining.
- Work with technical teams to make applications' process manuals and instructions easier to use.
- Write or revise supporting content for existing set of application.
- Select appropriate medium to ensure the availability of SOPs and manuals.
- Standardize content and SOP across the bank for all processes.
- Collect periodic user feedback to update and improve content.
- Work with internal teams to obtain an in-depth understanding of the product/applications and the

documentation requirements.

- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience.
- Create guides and tutorials to help new joiners understand the available applications and products across the bank.
- Analyze existing and potential content, focusing on single sourcing.
- Create and maintain the information architecture for all applications across the bank.

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Qualifications and Experience Requirement Qualifications

Essential

- Graduate/Post-Graduate from premier institute. Relevant technical and business process writing experience. Experience

Essential

- Business Process evaluation and design
- Understanding of Industry Standards such as ITIL
- Hands-on experience in writing technical documents, SOPs, business processes.
- Advanced level of proficiency in MS Office applications.
- Fair understanding of SDLC and methodologies.
- Exposure to BFSI sector.
- Excellent written and verbal communication.

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