Business Procedures Administrator Job Specification

This role sits within the Operations Team and reports directly to the Operations Manager. The main purpose of this role is to identify, develop, implement, and maintain Standard Operating Procedures within the business. This entails close collaboration with cross-functional teams and ongoing project management efforts to ensure the effectiveness and relevance of SOPs across various business functions.

Main duties and responsibilities include

- Responsible for reviewing standard operating procedure requests (SOP) and ensuring requests are viable and meet the needs of the business.

- Responsible for assisting in investigating and identifying business SOP requirements, proposing plans and priorities accordingly.

- Ressponsible for continuously monitoring, reviewing and propelling progress of SOP implementation, ensuring all stakeholders are aligned with both the business and SOP needs.

- Accountable for accurately monitoring and updating relevant information against all SOPs within the project management system, ensuring clarity on the status of each SOP.

- Responsible for gathering, documenting and scoping all initial information of the end-to-end process, ensuring all key stakeholders are consulted and the process owner(s) is identified.

- Responsible for writing, testing, reviewing and finalising individual SOPs, ensuring SOPs are consistent in approach, providing clear guidance, responsibility, and best practices for all stakeholders.

- Responsible for identifying areas for optimisation within the SOP and propose adequate adjustments and solutions.

- Responsible for ensuing all required supporting documentation is gathered alongside SOPs for reference, such as Training Manuals, ensuring these are considered within the SOP schedule and requirements are communicated with the Process Owner accordingly.

- Accountable for communicating and facilitating adequate training for all stakeholders of the SOP prior final sign off.

- Responsible for implementing and managing continuous review of all business SOP's ensuring SOPs continue to meet business requirements.

- Ressponsible for collaborating with cross-functional teams and identifying process improvement opportunities, recommending changes to enhance efficiency and effectiveness.

- Accountable for staying up-to-date with industry standards and best practices related to SOP development and documentation.

- Responsible for providing the necessary ad hoc support and holiday cover to the Operations Team where required.

Qualifications & Skills

- Experience working with Microsoft Office, particularly with intermediate Excel skills to be used to produce and analyse multiple reports.

- Experience with writing and facilitating business Standard Operating Procedures is desirable.

- Exceptional organisational, time management and project tracking abilities.

- Experience within an Operations processing role or Project Management role is desirable, ideally within a fast-paced business to business organisation.

- Excellent attention to detail is essential.

- To be process driven, with the ability to analyse information and provide workable, logical solutions.

- Knowledge of both SAP and Salesforce CRM is desirable, with the ability to learn new systems quickly essential.

- The ability to work effectively under pressure whilst meeting set deadlines and always maintaining accuracy.

- Excellent communication skills are essential along with the ability and desire to go 'above and beyond' to promote customer excellence.

- Commitment, a strong work ethic and a 'can do' attitude is essential.

- The ability and flexibility to work well independently as well as collaborating alongside multiple business functions and departments.

- The ability to use initiative to create and/or seek out solutions.

- The ability to multitask, prioritise workload, manage deadlines and expectations of others.

To apply please send your CV to hr@blueprintgaming.com.