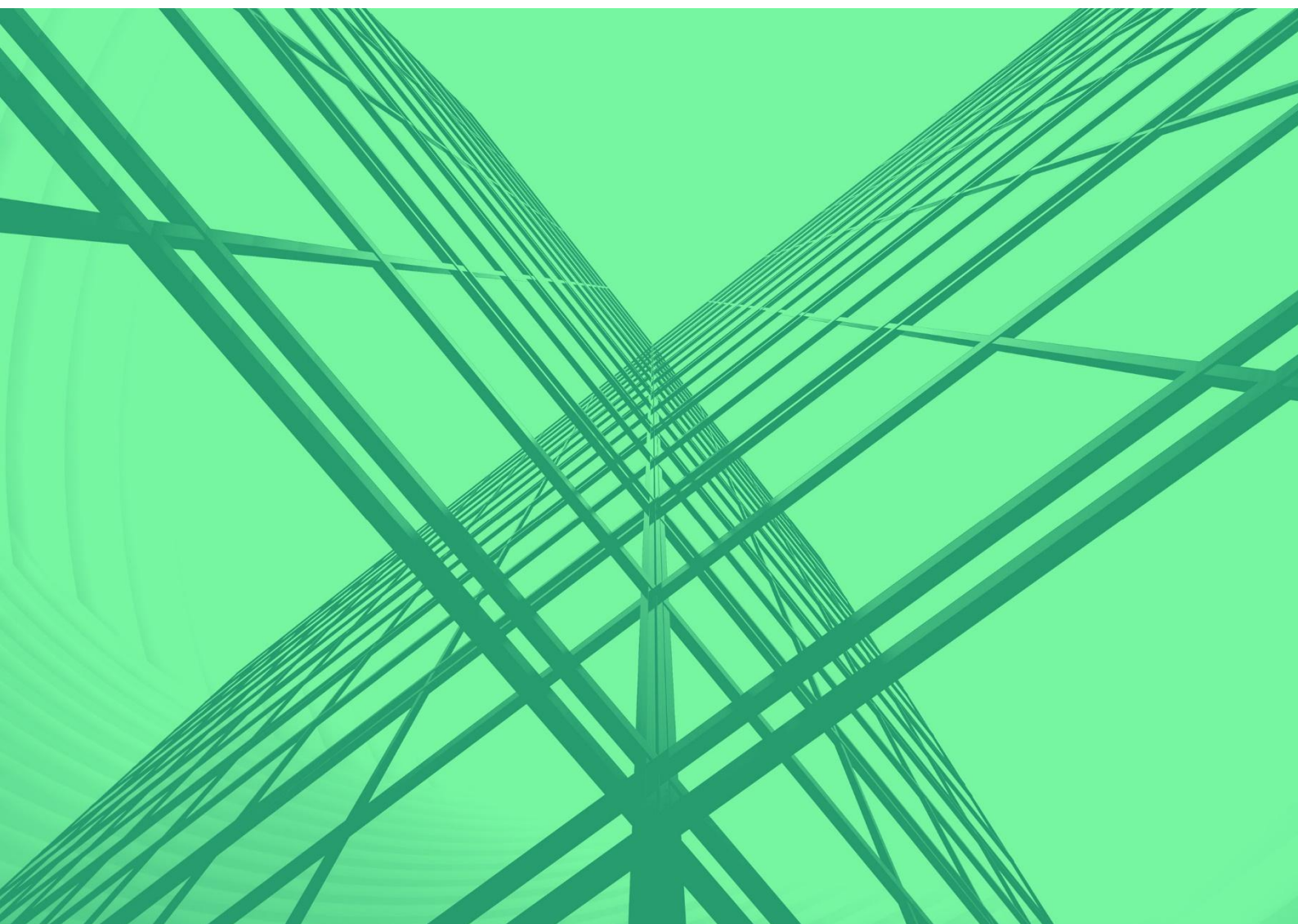


Business Process Manager

CANDIDATE PACK

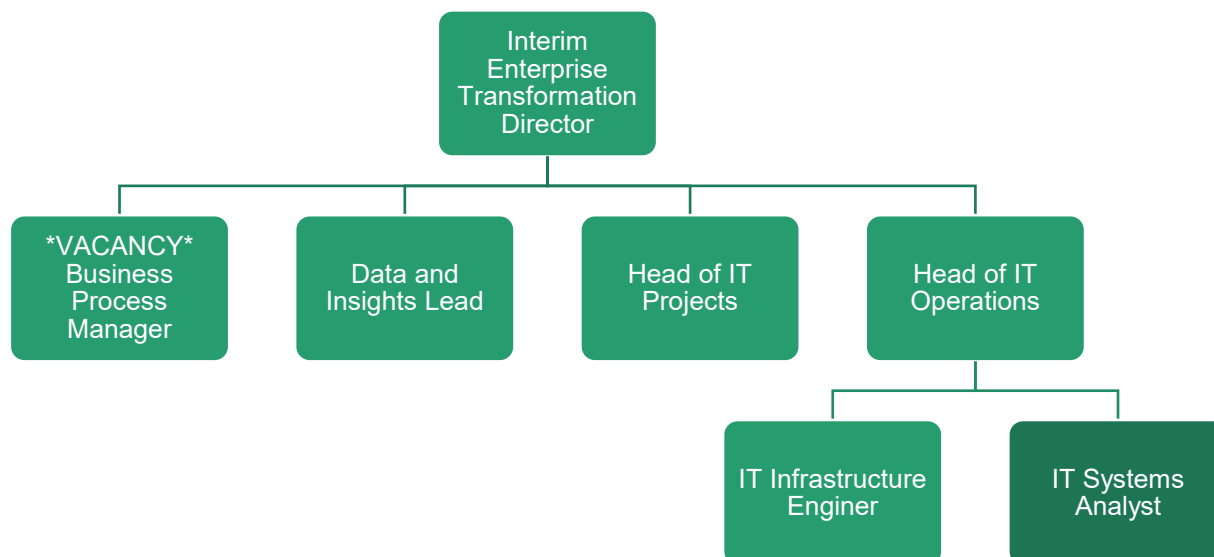
6 month fixed term contract

Full time – 35 hours per week



The Enterprise Transformation team

Our Enterprise Transformation team are a team of 6 that report into the Interim Enterprise Transformation Director.



Do you thrive on solving complex problems and improving processes for everyone? Then this is the role for you!

As our Business Process Manager, you'll play a pivotal role in shaping how the Institution delivers high quality, efficient and member focused services. Working closely with the Enterprise Transformation Director, you'll help embed a culture of continuous improvement across the organisation, ensuring our operational practices are streamlined, compliant, and efficient.

In this role, you'll take the lead on analysing processes end to end, identifying opportunities to enhance efficiency, reduce risk, and drive measurable improvements. You will partner with stakeholders across all departments, championing quality, fostering collaboration, and supporting teams to adopt better ways of working.

If you're someone who enjoys empowering teams, bringing structure to complexity, and turning insight into action, you'll find this an exciting opportunity to make a meaningful impact on the experience of our members and staff teams.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 80 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit into our organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-7

Salary and package details page 8

How to apply page 9

More about us :

Our organisation, governance and values page 10-11

Organisational Structure page 12

Job description and person specification

1. Job details

Job title:	Business Process Manager
Reports to:	Enterprise Transformation Director
Date:	March 2026
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To support the Enterprise Transformation Director in creating, embedding and ensuring the operational processes and services to members are consistently meeting the Institution's quality standards and compliance requirements.

To create a culture of continuous improvement by implementing processes and business analysis practices that improve quality, efficiency, reduce risk and increase member satisfaction.

3. Role and responsibilities

Quality Management, Continuous Improvement & Process Efficiency

1. Support the Enterprise Transformation Director to develop and maintain a mechanism of managing quality across all the departments covering all operational processes and services to meet the Institution's goals and objectives.
2. Establish and track Key Performance Indicators for operational quality
3. Create a system of compliance and monitor adherence to quality by ensuring there are policies, guidance, and audit process in place.
4. Analyse operational workflows to identify inefficiencies and areas of improvement
5. Develop and implement process improvement initiatives using Lean, Six Sigma, or similar methodologies.
6. Ensure services are quality-focused and efficient by reducing delays and activities that do not add value.
7. Ensure policies, Standard Operating Procedures, and documentation are current and aligned with best practices.

Stakeholder Engagement

8. Maintain strong channels of communication to promote a culture of continuous improvement and accountability by working closely with internal stakeholders.
9. Partner with and train internal teams to address quality and efficiency issues to ensure best practice approaches are embedded within teams.

10. Prepare reports and analysis for the CEO and relevant committees, summarising key findings and recommendations from monitoring activities and thematic reviews.

Business Analysis

11. Conduct end to end business analysis to understand current state processes, organisational needs, and system requirements, gathering, documenting, and validating business requirements through workshops, interviews, and data analysis.
12. Produce clear process maps, user stories, wireframes, business cases, and functional specifications to support improvement projects, assessing the impact of proposed changes on people, processes, systems, and data.
13. Translate business needs into viable solutions and work with technical and operational teams to ensure successful delivery.

4. General responsibilities

1. Work collaboratively and proactively across the organisation.
2. Make suggestions for improving processes, systems etc. which support the efficiency and quality.
3. Comply with all Institution Policy and Procedures.
4. Support the Institution in the delivery of its mission, vision, and values.
5. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. Enterprise Director, CEO and Head of Executive Office and other senior leaders.
2. All staff across the Institution.
3. Members of the Institution.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and knowledge</u>	
Relevant Level 6 qualifications, degree, vocational equivalent in operational improvement, quality management or equivalent experience	E
Business analysis certification (e.g., BCS Business Analysis, IIBA ECBA/CCBA)	D
Qualifications in quality management methodologies such as Lean and Six sigma or proven practical application of these methodologies.	E
Knowledge/qualification and understanding of improving customer/member satisfaction	E
Project management qualification would be advantageous.	D

Criteria	Essential/Desirable
Knowledge of GDPR/Data Protection Act	E
Skills	
Digitally literate and capable of effectively engaging with staff at all levels to deliver high quality improvements to systems and work practice.	E
Excellent planning and organisational skills with the ability to manage and deliver a diverse workload and portfolio of programmes/projects	E
Excellent communication and interpersonal skills to enable successful influencing, listening and negotiating with others	E
Ability to write and present reports for internal audiences at all levels.	E
Able to translate organisational needs into practical, deliverable solutions.	E
Ability to work under pressure and to respond to changing circumstances and to tight timescales.	E
Ability to gather and document business requirements clearly and produce process maps, user stories, wireframes and business cases.	E
Strong analytical skills and ability to interpret and use data, inform ideas for change and improvements, understand complex processes, and assess the impact of changes on people, processes, systems and data.	E
IT Skills	
Intermediate user of MS-suite, project management and digital tools.	E
Experience using business analysis and workflow tools such as Jira, Confluence, Miro, or equivalent platforms.	E
Confident using process mapping tools (e.g., Visio, Lucidchart, Miro).	E
Experience	
Strong background in complex operational process improvement to improve quality and reduce inefficiencies.	E
Relevant experience in using methodologies such as LEAN, SIX SIGMA or similar methodologies.	E
Experience in analysing and interpreting information of varying complexity and presenting it in in simple/concise manner and present in both verbal and written formats.	E
Experience in developing and delivering operational re-design.	D
Experience in improving customer service experience.	E

Criteria	Essential/Desirable
Experience in influencing and progressing internal activities through strong interpersonal skills.	E
Experience of managing and delivering complex operational transformation projects.	E
Experience in prioritising work, planning, managing and monitoring programmes of work and delivering to deadlines.	E
Experience in training staff and proactively monitoring quality and customer service initiatives.	E
Experience in work with multiple stakeholders.	E
Experience conducting end-to-end business analysis, gathering and validating organisational requirements with stakeholders and suppliers.	E
Experience producing clear process documentation to support delivery and working with technical teams and suppliers to ensure requirements are delivered.	E
Experience supporting benefits realisation and post-implementation review.	D

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £53,249 per annum (starting salary)

Contract: 6 month fixed term contract – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g. counselling, physio, 24 hour online GP, nutritionist and personal training sessions) via an app-based service

How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK. Applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post Asha Vasu – Interim Enterprise Transformation Director and Conor Boyle - HR Resourcing and Support Executive.

The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

The second stage of the selection process will be a face-to-face interview with Asha Vasu, Enterprise Transformation Director and Sunita Dhawan – Product & Events Director.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, byelaws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 75 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values & Mission statement

We strive towards a structural engineering profession that is built on integrity, excellence, inclusivity and collaboration. Our aim is to secure a safe and sustainable world by advancing structural engineering, raising professional standards, and sharing knowledge.

- **Integrity** – We are committed to upholding the highest standards of ethical conduct in our practices and interactions.
- **Excellence** – We are focused on excellence in everything we do, setting high standards for ourselves and our members, valuing quality, innovation, and continuous improvement.
- **Inclusivity**- We are inclusive, we embrace diversity and value the contributions of individuals from all backgrounds, perspectives, and experiences, fostering a welcoming environment for all.
- **Collaboration** – We believe in the power of collaboration and cooperation, encouraging members to share knowledge, resources, and expertise for the collective advancement of structural engineering.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

Our Work

Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

Resilience

The Institution support the efforts to build [resilient](#) communities. Members take measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

Young Members

The Institution is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

Mentoring Programme

We support professional and career growth through our [mentoring programmes](#). It offers mentees an effective way to progress their career to accessing knowledge and experience of expert and impartial mentors. For mentors it develops existing leadership skills by supporting mentees growth.

Support

Our [Benevolent Fund](#) offers support to current and former members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

Organisational Structure

