

# SHAPE THE FUTURE

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We believe in developing careers through varied exposures. It is in our aim to provide growth opportunities for the right talent. In this quest you now have the opportunity to benefit from internal opportunities to grow and contribute.

## Assistant Manager – Business Process Excellence

### Job Role:

- Manage cross-functional and multi-disciplinary teams to develop and implement process excellence initiatives.
- Conduct workshops and form virtual teams to drive efficiency improvements in operational processes and systems.
- Assess emerging and established innovations; develop project plans for implementation.
- Identify gaps in business processes and provide solutions through streamlining, automation, or organizational change.
- Identify and manage dependencies and interfaces between business functions.
- Prepare process documentation and maintain systematic records.
- Collaborate with IT and improvement leaders to support AI, Robotics, and automated KPI reporting initiatives.
- Challenge the status quo, gain support for improvement projects, and influence without authority.
- Inspire and ensure optimal performance and cost efficiency to meet customer needs.
- Support the development and management of the Six Sigma MI Dashboard.
- Use low-code, no-code platforms to design and develop workflows for paperless communication and operations.
- Ensure regular project governance and progress reporting to leaders, managers, and change teams.

### Job Pre-Requisites:

- 2 years experience in continuous improvement and change management within Telecommunications, Banking, or Financial Services.
- Proficient in continuous improvement methodologies and business process design.
- Proficiency in English with excellent communication skills.
- Familiar with Robotic Process Automation (RPA) and Artificial Intelligence (AI).
- Skilled in Mini Tab, Draw.io, Visio, MS Projects, and other flowcharting/project management tools.
- Lean Management or Lean Six Sigma Green/Black Belt.
- Relevant project management, business analysis, digital transformation, or business process reengineering qualification; preferably a master's degree.
- Part or fully qualified in AAT/CMA/CIMA with PMP or PMP-Agile/PMI-PBA/CBDA/CCBA certifications.

If you believe you are the right person we are looking for, forward your complete resume together with contact numbers and the names of two non-related referees to reach us within 10 days of this advertisement by email to [careers@hnbassurance.com](mailto:careers@hnbassurance.com) (State the position applied on the subject line)

