

Application deadline: 4 July 2022

Business Process Officer

BACKGROUND

EIT Urban Mobility, an initiative by the European Institute of Innovation and Technology (EIT), acts to accelerate change on making urban spaces more liveable. Since 2019 we have been working to encourage positive changes in the way people move around cities in order to make them more liveable places. We aim to become the largest European initiative transforming urban mobility.

	<p><i>We create systemic solutions that will move more people around the city more efficiently and free up public space.</i></p>
	<p><i>We bring all key players in urban mobility together to avoid fragmentation and achieve more.</i></p>
	<p><i>We engage cities and citizens from the word go, giving them the opportunity to become true agents of change.</i></p>

ABOUT THE JOB

The **Business Process Officer**, under the guidance of the Head of IT and in collaboration with other company areas, will provide operational excellence through the redefinition and optimisation of procedures, processes, and tool deployments.

Tasks and responsibilities include:

- Coordinating with different departments and organizing cross-functional teams to know the requirements for designing and implementing new processes and the improvement of existing ones.
- Developing new initiatives for continuous business process improvements.
- Assisting in planning, forecasting, resources allocation, and scheduling process improvement projects.
- Track, monitor, and communicate the burden and defects in the production process.
- Identify opportunities to improve processes and strategies with technology solutions (RPA and other automations)

- Training and educating the individuals involved in the management and operation of different business processes.
- Analyze business and summarize the difference between various steps and ranking the final result.
- Studying the present market condition, forecasting the near future changes, and prepare new business processes according to it.
- Analyzing the feasibility of the current business process related to productivity, quality, costs, demand, and time management.
- Submission of the progress reports, feedbacks, and innovative suggestions.
- Quality Assurance – Check the final output and conduct several rounds of quality assurance testing or review and trains the person responsible for it. Ensure the quality meets the company or organization's goal and policy.
- Planning and coordinating the business process and reporting the stakeholders through meetings and acquiring approvals from them.

The position can be based in **Barcelona**.

Permanent and full-time position, with possibility to homework up to 2 days a week.

No relocation expenses are assigned.

THE PERSON WE ARE LOOKING FOR

We put a high value on your individual qualities and we are looking for someone who strives for making a difference together with other people.

The ideal candidate would have:

- Minimum 3 year of professional experience in corporate process management and/or relevant experience in operational transformation activities
- Expertise in Microsoft Project (or similar), Automation tools (Microsoft Flow), PMP, Prince2 or similar official certifications
- Ability to clearly outline the requirements from different teams involved in cross-functional processes
- Ability to clearly outline and translate general business requirements into specific tasks.
- Team player who can work independently.
- Strong Organisational skills and attention to detail
- Excellent analytical and problem-solving skills

Experience in the below would be considered as a plus:

- Additional certifications recommended: Lean Six Sigma, ITILv4, RPA Automation tools (UIPath or similar)
- Motivation to work in fast-moving, innovative, and sometimes ambiguous environments.
- Experience from working in a multi-national multi-cultural environment, a European perspective is considered a plus.
- Ability to work in a matrix organization

To be a fit for this role:

The ideal candidate will have a strong interest in the area of education, innovation and entrepreneurship, and be committed to achieving impact through implementation to address the skills and knowledge gaps in the area of urban mobility; with a focus on those who need it most. He or she will also be a good team player who can work autonomously, and who can communicate effectively within and outside the team. An entrepreneurial and can-do attitude will be particularly valued.

GENERAL CONDITIONS

By the closing date of this call candidates must:

- be a national of an EU Member State or have a working permit valid to work in Spain.
- enjoy their full rights as citizens;
- meet the character requirements for the duties involved.

EDUCATION

- Bachelors' degree in Business, Information Technology or similar
- Written and spoken English (minimum C1), any other European language is a plus.

APPLICATION PROCESS

EIT Urban Mobility is an equal opportunity employer and values diversity. To build a strong digital Europe that works for everyone it is vital that we have diverse range of skills, knowledge, and experience in the sector. Therefore, we welcome applications from anyone who meets the above criteria.

To apply for this position, please download the **application template** from EIT Urban Mobility website. Complete the four elements of the application:

- 1) Personal **contact details**;
- 2) An **essential criteria** checklist;
- 3) A **Cover Letter** demonstrating how you match the skills defined in the job description – examples should be given.
- 4) A **curriculum vitae**.

Follow the naming process detailed below:

- Format: Save your completed application form in **one single file** in PDF format.
- File name: Name the file according to the model "*EITUM_first name_last name*". For example, Joanna Smith would name the file, *EITUM_Joanna_Smith*.
- Email title: The subject field should read "*Business Process Officer. HR104-2022*".
- Send to: Send your completed application to: recruitment@eiturbanmobility.eu.

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Data Protection Disclaimer

Your personal data will be processed with utmost care by the EIT KIC URBAN MOBILITY, S.L. or its subsidiaries.

The said processing will allow us to manage the recruitment of the offered positions, and more specifically:

- to enable you to submit your CV to apply for specific jobs;
- to match your details with the job vacancies and to eventually contact you;
- to retain your details and notify you about future job opportunities similar to the specific role for which you have contacted us;
- to answer your enquiries.

You can exercise your data protection rights, writing to recruitment@eiturbanmobility.eu.

You may find further information in the full GDPR Compliance privacy note for applicants available [here](#).