



## Senior Process Expert Process Management Unit

### MAIN RESPONSIBILITIES

- Continuous process improvement in accordance with business requirements and defined strategy
- Cooperation and support of organizational units in defining process intervention, process analysis and proposals for improvement, formalization and implementation of performed changes, its control and verification
- Prioritization proposals on process analysis in accordance to process evaluation
- Developing, executing, and maintaining business process improvement projects
- Project related responsibilities within the scope of process analysis and/or realization of project initiatives
- Monitoring the results of improvement projects and composes reports
- Perform an assessment to identify and prioritize business processes that are potential candidates for automation
- Responsible for evaluating the performance of the process
- Creating, analyzing and distributing process reports
- Establishment of measurements and targets to improve process effectiveness and efficiency
- Support in organizational change process, proposals for improvements of processes, related activities and needed resources
- Participating in process of adoption and/or update of internal regulation and/or group regulation; compliance verification based on identified processes and valid internal and/or group regulation; updating of process tree in accordance to adopted regulation
- Preparation and implementation of procedures/manuals/working instructions and proposals for their improvements
- Communicating new and changed policies
- Cooperation with other organizational units in order to realize management plans
- Proposals for improvement of Unit performance and applied methodologies

### IDEAL CANDIDATE'S PROFILE

- College or University degree
- Background knowledge of banking or financial institutions business processes
- Skilled in tools, techniques and practices of Process Management (e.g. Six Sigma, Lean management...)
- Previous experience in processes optimization & automation
- Proven process modelling skills
- Excellent interpersonal, communication and presentation skills
- Excellent knowledge of English language
- Great organizational, planning and execution skills with results oriented mind-set
- Advanced PC skills and digital literacy (including MS Project, Power Point, Excel, Word and Visio)

**APPLY**

### #DOWHATMATTERS

UniCredit as a leading European Bank, combining an international mindset with a strong local roots, welcomes people who share a strong can-do spirit and attitude. We look for those who believe in team work and feel responsible for generating value to our customers and communities we all live in.



Bringing out the best in people.



Building our future together.



Empowering our people to grow.



United by international diversity.