Job Identification

**Job Title:** Director of Business Process  
**Division:** Bailey Metal Products Limited  
**Department:** Business Development  
**Reports to:** Vice President of Strategic Development

Job Purpose Summary

The Director of Business Process is a senior position within the company that drives continuous improvement throughout the entire organization and is a relentless advocate for establishing best practices nationally. The successful candidate will guide the Executive team on the priorities and lead change initiatives that support continuous growth and improved profitability. To this end the Director of Business Process will develop a clear vision and establish priorities through analysis and consultation with key stakeholders. This position requires the development of an interactive environment (with the assistance of the IT department) so documentation and data can easily be shared with employees, accessed and communicated to support all departments and divisions. Understanding the linkages and opportunities for improvement between departments and divisions and providing visionary leadership will be crucial. This individual is also responsible for overseeing the management and development/ adoption of the organization’s processes and rooting out those that are inefficient or outdated. The Director of Business Process will also establish performance standards, procedures, and audit controls in order to meet business requirements, and hold all employees accountable for executing process based activities. This position will assume management responsibility for the existing Process Mapping Coordinator(s).

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- Develop and communicate an organizational vision for embedding formal processes across all departments and divisions.
- Holding key stakeholders/managers accountable.
- Lead and support departmental Managers in process improvement activities.
- Developing and managing multi departmental projects that drive change.
- Participate in skills development of key managers and ongoing training programs.
- Oversee the Development of written documentation for all quality aspects of the company, including but not limited to:
  - Process Flow Maps
  - Standard Operating Procedures
  - Reports
  - Checklists
  - Forms
- Ensure quality standards and Key Performance Indicators (KPI’s) are developed, implemented and adhered to.
- Ensure cross functional meetings and initiatives are developed and effective.
- Measure achievement to Required Results and report results to the Executive on a regular basis.
- Maintain a constant awareness of company profitability, including budgetary control issues.
Job Posting – Director of Business Process

- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Understand, support and adhere to the company’s health and safety polices, programs and procedures by communicating and promoting health and safety awareness.
- Other responsibilities and accountabilities as assigned by the Vice President of Strategic Development.

Qualifications

- Must be able to lead and manage teams
- Strong communication skills
- Working knowledge of SAP
- 3-5 years of Management Consulting experience
- MBA preferred
- Proven track record of success

Working Conditions

- Overtime as required
- Travel as required