

Job Description: Business Process Analyst – Inventory & Manufacturing

Job Title:	Business Process Analyst – Inventory & Manufacturing
Job Level (GJC):	I5
Reports To (Job Title):	Head of Inventory Planning – Academic (Interim)
Job Function:	Operations
Job Family:	Demand Planning
Career Stream:	I
Division or Group Function:	Group Operations
Country and Location:	Oxford, UK

Job Purpose – in brief

Working as part of the Inventory & Manufacturing Centre of Excellence team, this role is responsible for identifying, reviewing, analysing, and evaluating processes, systems and user needs to meet and/or exceed performance goals in a cost-effective manner. Primary focus is on the Print on Demand (POD), Auto-Ordering and Auto-Replenishment activities.

Reporting to the Head of Inventory, the incumbent will be responsible for identifying performance discrepancies in the workflows and through information gathering and analysis, propose solutions that are sustainable and result in achieving agreed upon targets. This role will focus on cutting edge technology that can augment, enhance and/or replace manual processes while maintaining the focus on cost, time, and quality. In support of this, will conduct in depth analysis of existing or future services, develop and maintain supporting documentation and collect and analyse metrics to measure the effectiveness of existing processes.

This role will also support the design and implementation of pilot programs, projects and policies within the Inventory & Manufacturing CoE and will support programs within Group Operations and the Academic Business.

Key Accountabilities & Relationships – what I need to do and who I need to engage

1. Support the Inventory Team in the execution the POD, Auto-Replenishment, Auto-Ordering and any other such process OUP may use. These are automated processes designed to ensure product availability on titles without requiring manual intervention.
2. Working on continuous improvement and efficiencies from execution of the project to business as usual. This includes defining, revising and streamlining document the production process.
3. Outline cost-effective production process designed to deliver optimal and sustainable services in alignment with business-wide associated projects.
4. Formulates plan to resolve production process inefficiencies and makes recommendations that result in a sustainable and cost-effective workflow.
5. Ensure that all process and related documents are developed and maintained.
6. Make sure performance indicators are developed and monitored, with recommendations for areas of potential improvement.

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7. Collaborates in driving suppliers toward open standard, reliable, scalable, and more cost-effective processes.
8. Proactively identifies ways to improve process and procedures; makes recommendations to management.
9. Review the use of forecasting systems and methodologies, for the benefit of supplier capacity performance.

Knowledge, Skills & Attributes – what I need to know

	Essential	Desirable
Strong communicator to all levels – able to influence decision making and bring their audience with them ‘along the journey’.	X	
Able to demonstrate proficiency in process analysis and inventory forecasting with an understanding of their financial and operational impacts	X	
Experience working cross functionally to deliver results for projects work from inception to benefits realisation	X	
Have working knowledge of demand planning software, knowledge of SAP APO and / or IBP strongly desirable.	X	
Preferred sector experience will include publishing, retail, consumer goods, manufacturing and pharmaceuticals.		X

Behaviours – how I show up

- Able to elicit information, ascertain root cause, lead, negotiate, and facilitate path to success.
- Strong interpersonal skills are essential to effectively interact with all functional teams.
- You will be a strong communicator to all levels and a proven problem solver.
- You will be looking to continuously improve and can demonstrate ability to deal with ambiguity and remain calm under pressure.

Resources – what is available to me

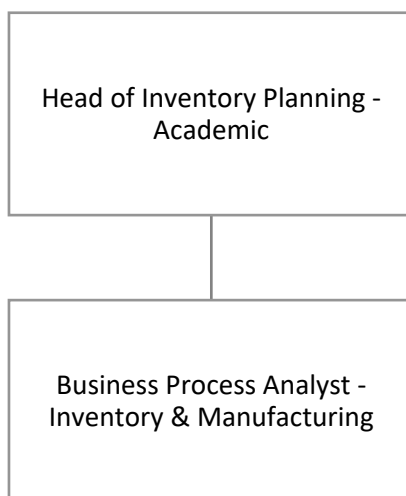
- ERP systems
- Colleagues within the wider CoE.

Internal interfaces:

Sales, Publishing, Content Operations, Supply Chain, and Manufacturing, Customer Services

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Organisational Structure – where my job sits



Document Management

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