



**Qualifications  
Development  
Bank.**

# JOB DESCRIPTION

Business Process Specialist/ QDB –QADQAO21 –03

**Human Resources  
Operations Department**

Date 7 August 2023

| POSITION INFORMATION |                             |
|----------------------|-----------------------------|
| <b>JOB TITLE</b>     | Business Process Specialist |
| <b>BUSINESS UNIT</b> | Operations                  |

| REPORTING STRUCTURE    |                                  |                                 |
|------------------------|----------------------------------|---------------------------------|
| <b>REPORTS TO</b>      | ▪ Quality Assurance Manager      |                                 |
| <b>DIRECT REPORTS</b>  | ▪ n/a                            |                                 |
| <b>RESPONSIBLE FOR</b> | ▪ Research policies & procedures | ▪ compile policies & procedures |

| CROSS WORK RELATIONS      |   |
|---------------------------|---|
| <b>INTERNAL RELATIONS</b> | ▪ All departments   |
| <b>EXTERNAL RELATIONS</b> | ▪ Training centers, schools, the business community, Government, and international awarding bodies. |

| OBJECTIVE(S) OF THE POSITION   |
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| <ul style="list-style-type: none"> <li>▪ Draft the quality management system for the organization, conduct regular observations and audits of the internal and external business processes to ensure compliance with the established quality standards, generating the analytical reports needed for process evaluation and continuous improvement of operating procedures.</li> </ul> |

| DUTIES & RESPONSIBILITIES  |
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| <ul style="list-style-type: none"> <li>▪ <b>Research and compile</b> the business process manuals and standard operating procedures (SOPs) in collaboration with the cross-functional teams, providing standardized tools and templates.</li> <li>▪ <b>Participate</b> in the staff members training on quality systems, policies, procedures practices, designing the needed material, tools, and techniques as per his/her superior directions.</li> <li>▪ <b>Conduct</b> regular internal process audits to ensure compliance with SOPs and provide feedback to the concerned parties when needed.</li> <li>▪ <b>Conduct</b> regular external process audits of the processes performed at the accredited educational entities and institutions, to ensure compliance with the SOPs, and raise flags when needed.</li> <li>▪ <b>Plan and follow up</b> on the audit visits taking place by junior auditors, officers, and executives, and review the generated audit reports.</li> <li>▪ <b>Consolidate</b> the set of regularly generated audit visit reports to <b>develop</b> and <b>document</b> comprehensive statistical reports to highlight quality issues and set recommendations for continuous development of work processes.</li> <li>▪ <b>Conduct reviews and analysis</b> of data and audit reports to highlight areas of improvement, update QDB SOPs, and <b>provide</b> training for employees to ensure continuous improvement and compliance.</li> </ul> |

- **Investigate, Analyze, and record** internal/external complaints or reported quality issues to ensure closure in accordance with QDB guidelines and external regulatory requirements.
- **Deliver** the assigned strategic initiatives as per the identified project requirements.

#### KEY COMPETENCIES

- Integrated Learning & Quality Focus.
- Communication and Networking.
- Planning and Focus on Results.
- Writing and Reporting.
- Adaptability, and Dealing with Ambiguity.
- Researching & analyzing and problem-solving
- Working with people.
- Challenging and changing the status quo.
- Decision Making.

#### JOB QUALIFICATIONS

- Bachelor's degree in business, or any field related to the products being developed required.
- 2-5 years of experience with quality management systems (QMS), methodologies of quality assurance and standards, analyzing data, and creating and reviewing processes.
- Working knowledge of products and services and quality assurance terminology, methods, and tools.
- In-depth understanding of industry standards and company policies.
- Proficiency in MS Office Suite and project management tools with excellence in Visio and PowerPoint.
- Excellent command of English and Arabic language C1; (written and spoken ).