

JOB DESCRIPTION

Job Title:	Business Improvement Support Analyst
Department:	Business Management & Strategic Alignment
Onshore/Offshore:	Onshore
Location:	Aberdeen
Reports to:	Business improvement Programme Manager

Role Purpose

The Business Improvement Support Analyst will play a key role in supporting the delivery of strategic and operational improvement initiatives within a broader transformation programme. This role acts as a central point for gathering, analysing, and documenting business requirements, facilitating workshops, and ensuring the quality and consistency of project deliverables. Reporting to the Programme Manager and working closely with Project Managers and cross-functional teams, the Business Improvement Support Analyst will contribute to tracking/reporting, assurance and quality control, information management, risk/issue tracking, change control, and knowledge management. The role plays a key part in supporting the newly formed Business Improvement team, helping to identify opportunities, capturing business needs, and help develop actionable solutions that drive efficiency, performance, and innovation across the organisation.

Areas of Responsibility

Geographical Span:	Serica Assets – UKCS
Budgetary Responsibilities:	No
Direct Reports:	No
Travel Required:	Occasional as required

Main Tasks

Please note that this list of duties is not exhaustive, and employees will be expected to undertake reasonable duties commensurate of their role and grade.

This role has the following responsibilities and outputs:

- Act as the focal point for collecting, analysing, and documenting business requirements and process information.
- Maintain structured documentation including process maps, functional specifications, and business cases.
- Support business-facing workshops to elicit requirements, validate findings, and build consensus.

- Engage with stakeholders across departments to understand current processes and improvement opportunities.
- Support communication between business units, project teams, and technical stakeholders.
- Provide process guidance to project teams to improve the quality and consistency of deliverables.
- Review documentation and outputs to ensure they meet business needs and programme standards.
- Support testing and validation activities including UAT planning and execution.
- Contribute to risk and issue tracking, change control processes, and programme-level reporting.
- Support knowledge management and learning from experience by capturing lessons learned and best practices.

Professional/Educational Requirements

Essential:

- Proven experience as an Analyst within business improvement, transformation, or operational excellence programmes ideally within the energy, oil & gas, or industrial sectors.
- Strong analytical and documentation skills with experience in process modelling and requirements gathering.
- Strong communication and coordination skills, with exposure to facilitation and stakeholder engagement in a business improvement context.
- Strong understanding of business analysis tools and techniques (e.g., SWOT, Gap Analysis).
- Ability to work independently while contributing to a wider program team.
- Proficiency in all Microsoft Office programmes.

Acknowledgement

I have read this job description and fully understand the requirements for my role within Serica.

Employee Signature:

Print Name:

Job Title:

Date: