

Process Mapping Administrator

Role information

Department: FFBS Operations

Job Title: Process Mapping Administrator

Grade: B

Responsible to: Operations Manager

Date: June 2026

Purpose of the job:

To use a software solution to visualise processes used across the FFBS business which are currently captured in text documents.

Duties and responsibilities:

Gather existing documentation

- Work with the Operations Manager to collate all Operations Manuals and other process documentation into a central SharePoint site
- Liaise with Finance and Audit teams to ensure their processes are documented and saved to the same site
- Work with the Supplier Relations team to understand their processes and gather documentation

Define frequency

- With support from the Operations Manager/Head of Client Relations and Operations, define the frequency of processes being carried out

- Split key processes into Runners/Repeaters/Strangers

Visualise the Processes

- With support from the Group Lean experts, utilise Lucid Charts to create visual representation of key processes
- Starting with the most frequent (runners) and working down to the least frequent (strangers), create, accurately name and file visuals for each process
- Ensure that process owners have the chance to review the visual outputs and seek feedback on accuracy of the visualisation, amending work where needed

General

- Work collaboratively with colleagues across the Family Fund Group, building positive working relationships.
- Manage own workload effectively, meeting agreed deadlines and communicating progress clearly.
- Adhere to Family Fund Group policies and procedures, including those relating to data protection, confidentiality, equality, diversity and inclusion, and health and safety.
- Represent Family Fund's values

Person specification

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Skills, knowledge, and abilities

Essential

- Strong communication skills.
- Ability to present information in a clear, concise, and engaging way for different audiences.
- Good organisational skills with the ability to prioritise tasks and manage time effectively.
- Comfortable learning new systems and quickly gaining proficiency in their use.
- Confidence to work independently while knowing when to seek guidance.
- Familiarity with Microsoft 365 tools and social media platforms.

Personal attributes

Essential

- Enthusiastic, proactive, and motivated to make a positive contribution.
- Collaborative and approachable, with a willingness to engage with colleagues at all levels.
- A strong interest in social impact and the Charity sector
- Values-driven and aligned with Family Fund's mission and charitable purpose.

Desirable

- Systems thinker who enjoys understanding process