

STRATEGIC BUSINESS PROCESS OWNERS GROUP (SBPOG)

Terms of Reference

The Strategic Process Owner (working through the Operational Business Process Owners) will:-

1. Be responsible for the delivery of business processes that takes forward the implementation of strategic objectives.
2. Be accountable for the processes within their area of ownership, their quality and their continuous improvement
3. Specify the way in which their processes are organised and delivered in line with the Core Business Process Review Programme principles:
 - a. Identify Value – take a customer perspective
 - b. Take a ‘whole value stream’ approach – don’t work in a silo
 - c. Eliminate waste in the process
 - d. Match customer demand – pull/push
 - e. Strive for highest performance.
4. Ensure awareness of how owned processes impact on other processes outside of their area of responsibility, and *vice versa*.
5. Consider the ‘art of the possible’ in initiating new change projects where appropriate, taking them to approval stage and/or sponsor change projects in relation to their processes/ systems.
6. Authorise changes to processes, once specified, **in consultation with process users, policy makers and those impacted by the process**. Only process owners will be able to formally authorise variations to the formal process.
7. Identify system development needs and opportunities for improvement in relation to support provided for their processes.
8. Ensure processes are documented, accessible and updated in line with approved changes and that the PMF is used when implementing significant changes. . This may be within a USW system (to be determined) capturing processes across the University.
9. Undertake regular review to ensure that processes are robust and fit for purpose ensuring clear gateways for change.

10. Receive periodic updates from the Project Assurance Board relating to the management and governance of projects relating to their areas, and take appropriate action if necessary.
11. To advise strategy sponsors where there may be resource constraints in relation to strategy implementation and, where possible, to suggest options for managing those constraints.

The Strategic Business Process Owner will delegate responsibility for the day to day management of sub-areas of the processes they own for the design, service quality and overall delivery objectives of the process and any IT systems that support it to the Operational Business Process Owner.

Membership:

Chair	DVC Strategic Resources
Student Journey	PVC Learning, Teaching and Student Experience Executive Director Campuses and Student Services Deputy Director Marketing and Student Recruitment Director of Student Administration
Curriculum Journey	Director of CELT Director of Academic Standards and Quality
Research	Chair of Research MIS Board
HR	Executive Director Organisational Development
Finance	Executive Director Finance and Infrastructure
Business Intelligence	Head of Strategic Projects
ICT	Director of IT department
Project Assurance Board	Chair of Project Assurance Board

Version Control:

Revision	Issue Date	Description	Author	SBPOG Approved
V1	October 2016	New Terms of Reference for the Strategic Business Process Owners Group (SBPOG)	Huw Williams	04/11/16