

JENNIFER COLE

BUSINESS PROCESS MANAGER

I'd worked in Test for several years prior to joining Arqiva. My previous Manager was now working at Arqiva and suggested I apply for a new role that had been created there.

I joined Arqiva in 2018 as a Senior Test Analyst. When I started at Arqiva, I felt I was given the opportunity to make changes and innovate; to bring governance and standardisation to projects. By putting ideas forward, I felt listened to and empowered. It was exciting to think about how to bring innovation and change to my role, and I felt I was 'given the keys' and the ability to really apply my skills and experience to my work.

The project which really stands out for me was the first big HR portal release in Arqiva's Transformation programme. I worked with the business SMEs, supporting them with test and bug management, and getting ready to go live with tight deadlines after months of work.

In 2021 I applied for a role as a Business Process Manager within the Business Architecture team and then moved into the Business Process Management team this summer. The team are working on a major Process Simplification programme, and it's really given me an opportunity to broaden my skills and work on a major programme which is going to improve all areas of Arqiva's business. In this role, the primary aim is to help build an operating model of the business that everyone can understand, from the processes used to the systems and resources required. The role is all about empowering people to deliver, using effective modelling tools to help inform best practice and to ensure colleagues across the business understand what actions need to be undertaken and who they need to work with. Part of my work is to help design the most efficient and effective process maps for Arqiva's activities. It's great to know that the work I'm doing will have a real impact on how Arqiva manages demand and delivery for its products and services.

During my time at Arqiva, I've been lucky enough to have great line managers, who have encouraged me to focus on my strengths and what I enjoy. I've always felt comfortable here in terms of articulating when I wanted to take on new or additional responsibilities, and I've felt supported by them in taking positive steps to move and develop my career forwards. I've also been fortunate to have some great mentors who have been helpful in suggesting learning routes and reviewing my future plans. They've answered questions and helped me to develop my Arqiva network.

In the last couple of years, I would say I've taken some chances with my career. I wanted to develop my experience and optimise the learning and training I'd undertaken to date. I've found myself in a great team. Changing things up was the right approach for me and sometimes going 'all out' and taking a risk can pay off. I would recommend using the wealth of training resources available both online and in your working environment, plus networking with colleagues as great ways to progress your skills. I firmly believe that career change and progress are things that everyone can initiate themselves, with some focus and effort.

