



## THE GOVERNMENT OF ST CHRISTOPHER AND NEVIS

Ministry of Information, Communications, Technology and Posts

P O BOX 186,

NATIONAL ICT CENTER, #3 C. A. PAUL SOUTHWELL INDUSTRIAL SITE

BASSETERRE, SAINT KITTS

TEL: (869) 467-1717 EMAIL: dtmu.technology@gov.kn

### Job Description

**Job Title:** PROCESS MANAGER

**Work Location:** National ICT Center, C.A.P. Southwell Industrial Site

**Division/Department:** Digital Transformation Management Unit, Ministry of Information, Communications, Technology and Posts

**Reports to:** Advisor / Chief Digital Transformation Officer

☒ Full-time  
☐ Part-time

**Description of Post:**

The Process Manager will work under the general direction of the Chief Digital Transformation Officer (CDTO) and will be responsible for providing oversight on workstreams for process mapping, development, updates etc. across government.

**Duties and responsibilities for the post include but are not limited to the following:**

- a. Report directly to the Chief Digital Transformation Officer (CDTO)
- b. Work with Program Managers to coordinate program planning and development for business process review and optimization workstreams
- c. Oversee the delivery and coordination of business process review and optimization across all Ministries, Department and Agencies (MDAs)
- d. Lead in the areas of business process best practices, change management and communication relative to business process review and optimization
- e. Interface with Program or Policy Managers and Directors in other Service areas, as well as with Heads of Departments (HODs) to drive agile decision-making
- f. Collaborate with program managers to design and embed common portfolio governance processes, tools and reporting requirements
- g. Design, embed and maintain governance processes and artefacts related to business processes
- h. Review and refine existing business processes
- i. Work with program managers to support the development of program financials and evaluation metrics
- j. Work with program managers to support program plans, dependencies, risk and issues, and coordinate corrective actions

- k. Identify maturity gaps and provide best practice coaching/training related to business process transformation
- l. Take ownership of the stakeholder engagement plan
- m. Track the status, risks, issues, plans and dependencies and drive quality assurance related to business process engineering and optimisation
- n. Take ownership of reporting, communications and updates to leaders and partners
- o. Support the development of overall transformation business case and specific business cases related to business process transformation
- p. Act as a key point of contact between service leaders and process transformation workstreams, including consultants
- q. Help drive focus and ensure activities are being managed to plan
- r. Provide hands-on delivery support within specific projects as required
- s. Assist with external collaboration with customers, consultants and other stakeholders, if required

#### **QUALIFICATIONS FOR THE PROCESS MANAGER**

- a. A Bachelor's degree in Business Administration, Management, Finance, Accounting, Law, Engineering, Computer Science, Information Technology, Project Management or related field At least 3 years of experience in project management, leadership or a relevant field Advanced degrees will be an asset
- b. A good understanding of project management methodologies, such as Agile, Scrum, and Waterfall, will be a great asset
- c. Proven experience in effectively leading and delivering projects
- d. Ability to create and manage project plans, define project scope, and identify project risks and mitigation strategies
- e. Excellent leadership and conflict-resolution skills
- f. Excellent written and spoken communication and presentation skills
- g. Strategic thinking with the ability to align program goals with broader organisational goals
- h. Understanding of financial and budget management principles, including reporting
- i. Experience in managing projects in their assigned domain
- j. A sound technical background in their assigned domain

**Salary** is negotiable and will be commensurate with the candidate's qualifications and experience. The deadline for the receipt of application is **August 22<sup>nd</sup>, 2025**.

**Please send applications to:**

**Nigel Carty**

**Advisor and Chief Digital Officer**

**Digital Transformation Management Unit**

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