**Role Profile – Head of RPA**

# Introduction

## This senior role is the face and voice of robotic process automation within the organisation. The person in this role will be expected to operate at and with all levels and departments within an organisation to optimise the efficiency and benefits for robotic process automation.

## Responsibilities

* Own the operating model for the delivery of high quality and consistent automated processes in line with operational requirements
* Drive greater understanding of the roles and services provided by the RPA capability through product demonstrations, operating model presentations and demand generation workshops.
* Evaluating and validating candidate processes against the business strategy and suitability for automation.
* Prioritising process pipeline to deliver automation in a cost-effective manner and against business requirements
* Operational accountability for the delivery of automated processes according to agreed timescales
* Accountability for service management in line with operational KPIs
* Responsible for tracking and reporting of performance and benefits to all stakeholders
* Managing resistance, including both business and technical challenges
* Accountable for delivering performance and continuous improvement
* Managing the relationship with IT to deliver a stable and scalable technology platform that is fit for purpose
* Engagement with business and IT change management teams to proactively manage operational and system changes to maintain service delivery
* Internal and external escalation point for operations, IT and third parties

## Person Specification

* Successful delivery of business transformation or IT programmes
* Experience managing multi-functional operational teams
* Strong stakeholder management up to board level
* Confident and assured communicator, with ability to manage and overcome resistance
* Experienced facilitator with track record of delivering target business outcomes
* Previous experience of process improvement or operational excellence would be advantageous