



New work, new you



We're looking for a Digital Customer Service Transformation Analyst

(ALL GENDERS)

We all enjoy meeting people who are full of new ideas and always looking to improve themselves. And that's also true at Barclays – because we're not your typical bank. Just like you, we're full of energy and love forging new paths.

You can have a real impact at Barclays and help shape the company's future. Not only do you have the opportunity to develop your own skills, but you can also help your team progress and drive the company forward. Set your career free we offer flexible working arrangements, the opportunity to change position and even assume leadership roles — no avenue is off limits. So, are you ready to take the next step? Start your new and exciting journey at Barclays.

What will you be doing

- *Design digital and non-digital customer journeys*
- *Identify and executes customer centric improvements utilising root cause tools*
- *Analyse and deliver Customer Journey Optimisation based on priorities agreed with senior stakeholders and line manager*
- *Identify problem resolution strategies and start to develop and take overall responsibility for end-to-end processes (including process & procedures documentation)*
- *Deliver operational changes across all operational departments including relevant suppliers using robust operational readiness*
- *Deliver operational process design and implementation with conduct, customer, control and costs in mind*
- *Inputs in business cases and tracks benefits*
- *Work as SME in different strategic transform projects*
- *Work as SME in processes improvement initiatives or projects with objective to generate and check feasibility for optimisation of operational processes, provide overall operational perspective and ensure cross-departmental alignment (utilize continuous improvement methodologies)*

What we're looking for

- Completed college study or equal qualifications via job experience
- In depth knowledge of up to date continuous improvement methodologies
- Good understanding of projects and project related work experience, understanding of project methods
- Extensive and proven experience in Change Management and Operational readiness, preferably gained on an international stage. Financial Services experience is preferable but not a prerequisite.
- Experience of managing end to end process improvement projects based on the outcome of Root Cause Analysis and with the use of state of the art continuous improvement methodologies
- Good knowledge of key Operations processes, systems, roles and responsibilities across the entire Customer lifecycle
- Highly organised and well structured as well as high level of energy and enthusiasm
- Work experience in comparable environment

Skills that will help you in the role

- Strong analytical and financial skills as well as solid proven presentation skills
- Good oral and written German and English skills
- In depth know how in using the MS Office, especially Excel, Word, PowerPoint

What Barclays is all about

People are at the heart of everything we do at Barclays — both our customers and our employees. Giving people the opportunity to realise their full potential is incredibly important to us. Each and every one of our employees helps shape and enrich our unique corporate culture. A creative and diverse team is precisely what makes our mission possible, which is to reinvent payments and finance and give people the freedom to live how they want. More than 1.5 million customers are already benefiting from our renowned credit cards, instalment loans and even our brand-new financing offer in partnership with Amazon. It's no surprise then that we're one of Germany's leading online banks with more than 700 colleagues in Hamburg.

What you can expect at Barclays:

- A competitive base salary
- A flexible budget to use at your discretion (including an HVV ProfiTicket for public transport, payments to employee savings schemes and other solutions)
- Significant employer contributions into a company pension scheme
- Company sports and fitness activities at special rates
- Bonuses on special occasions
- Up to 8 free tickets per season for the Barclays Arena
- 30 days leave (for a 5-day week)
- 2 work days available for community involvement, charity work or social outreach

Apply now

We're looking for colleagues who are bursting with new ideas and are also full of energy to put them into practice. If you're interested in joining our dynamic team and helping Barclays develop, we would love to meet you. Please send your application to karriereaussichten@barclays.de, complete with all required documentation (CV, certificates & references). Please also indicate your expected salary, earliest possible start date and include the following reference number: 126/2021.