

**About CoEcosystem:**

We are at the forefront of driving business improvement and transformative business processes across diverse industries. Founded on innovation, efficiency, and comprehensive client engagement, we specialise in tailor-made solutions that address the unique challenges of today's dynamic business environments. Our expertise spans problem-solving, process optimisation, people development, and technological integration, making us a trusted partner in enhancing productivity and fostering sustainable growth.

Our commitment to excellence and client-centric approach has enabled us to build enduring relationships with clients ranging from large corporations to small enterprises. With a proven track record of successful projects and a team of highly skilled professionals, CoEcosystem is dedicated to helping its clients achieve their operational and strategic objectives.

**Position Summary:**

Due to recent expansion and our ongoing efforts to help clients optimise front-office functions such as sales and marketing, we are seeking an Organisation and Methods Analyst with experience in similar roles. This role is critical in supporting our mission to enhance the operational efficiency of our clients' organisations. You will review and document current processes, systems, and structures; facilitate business needs analysis workshops; identify improvement opportunities; and develop documentation to support business goals. The Organisation and Methods Analyst will review and document current processes, systems, and structures; facilitate business needs analysis workshops; identify improvement opportunities; and develop documentation to support the company's business goals. This role requires strong analytical and communication skills, as well as the ability to work with stakeholders to drive change and deliver meaningful business outcomes.

**Key Responsibilities:**

- Analyse and evaluate client organisation systems, structures, and workflows.
- Develop comprehensive documentation, including process maps, business cases, system requirements, and context diagrams.
- Prepare and recommend proposals to revise methods and procedures, redefine job functions, and resolve organisational problems.
- Assist and encourage the development of objectives, strategies, and plans to achieve customer satisfaction and efficiently use organisational resources.
- Engage with clients to discuss business and organisational shortcomings, providing strategic advice and solutions.
- Analyse and evaluate client organisation systems, structures, and workflows.
- Conduct thorough work studies by reviewing and analysing existing and proposed methods and procedures, such as administrative and clerical processes.
- Observe and assess systems at all levels of the organisation, discussing findings with staff to identify areas for improvement.
- Direct clients toward more efficient organisational practices, developing tailored solutions to address identified issues.
- Record and analyse organisations' workflow charts, records, reports, manuals, and job descriptions to identify inefficiencies and areas for enhancement.

- Prepare and recommend proposals to revise methods and procedures, alter workflows, redefine job functions, and resolve organisational problems.
- Assist in implementing approved recommendations, including issuing revised instructions, procedure manuals, and drafting other essential documentation.
- Review operating procedures and advise clients on any departures from established standards, recommending corrective actions where necessary.

**Key Competencies:**

- Relevant tertiary qualification in Business, engineering or a similar field.
- Strong analytical skills, with the ability to analyse and document complex processes and systems.
- Excellent written and verbal communication skills, with the ability to convey complex information clearly to a wide audience.
- Strong interpersonal skills to engage effectively with stakeholders.
- Understanding change management principles and their application in guiding teams through transformation processes.
- High level of facilitation and engagement skills, with the proven ability to develop effective working and strategic relationships with various stakeholders.
- Confidence in communicating with customers and managers at all levels.
- Demonstrated experience in the effective use of analytical tools and using data to support business decisions.
- Proficiency in Microsoft applications (e.g., Advanced MS Excel, MS Word, MS PowerPoint, MS Visio), with the ability to create text templates, charts, pivot tables, and presentations.
- Proficiency in analytical tools and methodologies, with a strong ability to interpret and visualise data to support business decisions.
- Excellent communication and interpersonal skills, with the ability to engage effectively with stakeholders at all levels.
- Proficiency in English is required.

**Experience:**

- At least 5 years of relevant experience in organisational analysis, process improvement, or business analysis.
- Demonstrated experience in leading business analysis activities for complex organisations.
- Experience in improving sales and marketing processes and customer-facing functions and organisations is required.

This position description outlines the primary duties, responsibilities, and competencies required for the role. It is not exhaustive and may be subject to change as the company's needs evolve.

**Benefits & Development**

At CoEcosystem, we invest in capability, confidence, and opportunity. This role offers:

- The opportunity to lead complex, high-stakes transformation initiatives where judgment, integrity, and accountability truly matter.
- Meaningful client exposure with visible, tangible impact on organisations and systems.
- A culture of trust and flexibility focused on outcomes rather than hours, supporting sustained high performance and well-being.
- Continuous learning grounded in real client challenges, not theoretical training alone.
- Access to evidence-based methodologies, mentoring from senior practitioners, and structured opportunities to test ideas in practice.
- Participation in initiatives such as Women in Transformation and Early Career Talent programs, supporting inclusion, leadership development, and ecosystem-building.
- A collaborative environment that supports people at different stages of their careers to grow, contribute, and lead meaningful change.
- Competitive remuneration aligned with experience, contribution, and impact.