



Job Title: Rising Tide Intern – Process Optimisation Intern

Desired placement start date: June 2024

Desired placement end date: August 2024

Hour per week: 35 hours per week

Role type: Technology Excellence

Team/Department: Health Markets Technology

Do you want to make a difference in healthcare?

Are you interested in working to advance the effectiveness of our tech teams and solutions that impact people globally?

About our Team

As a global leader in Clinical Solutions and Nursing and Health Education, we provide solutions to clinicians to both train and prepare for clinical practice as well as treat and manage patients at the point of care. We provide world-class content, innovative learning tools and analytics, and decision support solutions helping clinicians in multiple areas, including primary care and oncology. We build solid relationships with our customers to understand their needs and provide solutions that deliver truly impactful results.

About the Role

Reporting to the S. Manager, Process Optimisation, you will play an important role in helping to improve our software development processes, enhancing efficiency, and driving continuous improvement initiatives. You will focus on cross-functional collaboration, ensuring that our teams work seamlessly across all verticals to deliver high-quality solutions that minimise risk. You will also learn to assess existing workflows, identify areas for improvement, and implement change by bringing together subject matter experts and cross-functional groups to collect inputs on existing business processes.

RESPONSIBILITIES INCLUDE:

- Conducting thorough evaluations of existing technology processes to identify inefficiencies, bottlenecks, and areas for improvement.

- Developing and implementing streamlined and standardised processes that enhance efficiency, quality, and collaboration. Working closely with cross-functional teams to ensure buy-in and successful adoption.
- Working on continuous improvement initiatives, leveraging best practices, industry standards, and emerging technologies to keep our processes up to date and competitive.
- Fostering strong collaboration and communication among various teams, including engineering, architecture QMS, PMO, Content, and Product, to ensure alignment and coordination.
- Helping to facilitate a smooth transition to new processes.

EXPERIENCE REQUIRED:

- Knowledge of software development methodologies (Agile, Scrum, etc.).
- Growth mindset and interest in enterprise software development and integration practices.
- Working knowledge of software development life cycle practices, including software requirements analysis, architecture design, and design activities.
- Keen in developing project management and influencing skills.
- Good written and verbal communication skills.
- Good interpersonal skills to facilitate collaboration and drive change.
- Demonstrated ability to lead and inspire cross-functional teams.
- Willing to learn about FDA regulations and ISO standards applicable to Software as a Medical Device.