

Empowering
Change

JOIN US

BPM / OPERATIONS CONSULTANT — MIDDLE LEVEL

Management and development consulting company ACT Global is seeking a structured and detail-oriented BPM / Operations Consultant to help client organisations analyse, map, and improve how their processes and operations actually work.

Position: BPM / Operations Consultant — Middle Level

Employment Type: Full-time

Salary Range: GEL 3,200–4,500 gross

Location: Zurab Anjaparidze I Lane, #4, Tbilisi

Working Hours: 09:30 - 18:30 (Hybrid, from Monday to Friday, with a one-hour break)

Deadline: 17th of July, 2026.

ACT Global



BPM / OPERATIONS CONSULTANT — MIDDLE LEVEL

MAIN RESPONSIBILITIES OF THE POSITION

The role focuses on how organisations work from the inside — how processes are structured, how responsibilities are distributed, how decisions move through the system, and how daily operations can become simpler, clearer, and more effective.

The selected candidate will work with client organisations on business process analysis, process mapping, operational model improvement, role and responsibility clarification, process simplification, and efficiency improvement.

Specifically:

1. Business Process Analysis and Diagnosis

- Analyse existing business processes, workflows, roles, responsibilities, and decision-making logic.
- Identify process gaps, overlaps, bottlenecks, inefficiencies, and improvement opportunities.
- Work with client teams to collect information, understand operational realities, and validate proposed improvements.

2. Process Mapping and Documentation

- Map, document, and visualise business processes in a clear and structured way.
- Contribute to the preparation of process maps, reports, presentations, recommendations, and client deliverables.

3. Operating Model Design and Simplification

- Support the design of improved processes, workflows, operating models, and role distribution.
- Help client organisations simplify processes, reduce unnecessary complexity, and improve operational discipline.

4. Consulting Delivery and Practice Development

- Support consulting projects related to business process analysis, BPM, operations improvement, and organisational efficiency.
- Support senior consultants and project leads in client meetings, workshops, interviews, and analytical work.
- Contribute to the development of ACT Global's BPM and operations consulting tools, templates, and methodologies.

REQUIRED QUALIFICATIONS:

- Relevant experience in business process analysis, BPM, operations, organisational design, business analysis, management consulting, project management, or a related field.
- Good understanding of business processes, workflows, operating models, roles and responsibilities, and organisational efficiency.
- Ability to map, document, analyse, and improve business processes, and to identify bottlenecks, duplication, gaps, and unclear responsibilities.

- Ability to prepare clear process maps, reports, presentations, recommendations, and client-facing materials.
- Familiarity with BPM and process mapping tools, flowcharts, SOPs, RACI matrices, or operating model design, and a good command of English.

WORK EXPERIENCE:

- Relevant professional experience in business process analysis, BPM, operations, organisational design, business analysis, management consulting, or project management, at a level appropriate for a middle-level consulting role.
- Experience in consulting, business analysis, operations improvement, organisational transformation, or process optimisation projects is an advantage, as is experience preparing process documentation, procedure manuals, internal regulations, or operational standards, and client-facing work in workshops, interviews, or project-based environments.

KEY COMPETENCIES:

- Strong analytical, logical, and structured thinking, with the ability to see connections between processes, people, and decisions.
- Good communication skills and the ability to work closely with client teams.
- Attention to detail and a high sense of responsibility.
- Solution-centred mindset and willingness to learn.
- Understanding of KPI systems, performance management, digitalisation, automation, ERP systems, or workflow management tools is an advantage.

WHY JOIN US?

This is an exciting opportunity to work on practical consulting projects with client organisations across different sectors, gaining exposure to business process management, operations improvement, organisational design, and transformation work. You will cooperate closely with ACT Global's strategy, finance, transformation, and research teams, in a supportive, learning-oriented environment that offers real scope to grow within consulting and operational advisory, at the intersection of research, consulting, strategy, and transformation.

ABOUT ACT GLOBAL

ACT Global is a management and development consulting company that empowers leaders, organizations, and governments to drive sustainable and positive change. Our core strength lies in transforming data, innovative ideas, and specialized expertise into tangible, high-value outcomes.

We maintain a primary focus on developing countries. We possess a deep understanding of the challenges they face while clearly recognizing their tremendous potential. Operating in more than 30 countries across three continents, we provide support to both private and public sector organizations as they implement significant economic, social, and political transformations.

For more information: <https://act-global.com/en>

To apply, please send your CV to **hr@act-global.com** by the 17th of July, 2026, with the subject line: **BPM / Operations Consultant — Middle Level**. In the email, please briefly answer two questions: Why ACT? Why this position? Interviews will be conducted by 1st of August, and the expected start date is 1st of September, 2026.