

Role Profile

Role Title:	Business Analyst
Department:	IT Department / Technology & Transformation
Role Purpose:	<p>The primary purpose of this role is to support PMO to deliver the corporate plan, supporting projects through their entire life cycle to ensure they deliver what we set out to do by:</p> <ul style="list-style-type: none"> • Conducting analysis and leading work to shape an initial idea into a viable project. • Considering the business context and develop pragmatic business requirements and processes which contribute to effective business solutions. • Formulating effective business cases in order to be clear around the rationale and options for change. • Support the transition of business requirements to solution and effective handover to BAU.
Reporting to:	PMO Manager
Responsible for:	Matrix Management of Resources
Disclosure level:	N/A
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Support multiple projects by working on time and to budget, adhering to governance processes and in accordance with agreed milestones and outcomes. • Analyse and understand stakeholder objectives and business drivers. • Create a shared vision with and amongst the stakeholder group. • Elicit and evaluate requirements to ensure they are fit for purpose, challenging positively as appropriate and setting stakeholder expectations on any gaps identified. • Identify effective business solutions through improvements in automated and non-automated components of new or changed processes. Understand 'as is' and 'to be' states. • Use the most appropriate means to represent business requirements to gain stakeholder buy in. • Obtain formal agreement from stakeholders on scope and requirement prioritisation to establish a baseline.
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	<ul style="list-style-type: none"> • Document requirements effectively ensuring traceability back to source and where appropriate, document existing and future business processes. • Evaluate potential solutions and options appraisals taking into consideration the supplier market, best practice, technical landscape and alternative delivery methods. • Formulate clear and concise mandates, business cases and options papers including undertaking cost/benefit analysis. • Identify potential benefits including measuring and evaluating outcomes. • Present information to sponsors, stakeholders and teams to enable them to manage and visualise outcomes. • Support the transition of business requirements to solution e.g. prototypes, wireframes, proof of concept, solution documents etc. • Contribute to project planning including sprint stand up's refinements, planning workshops. • Manage requests for, and the application of, changes to baselined requirements. • Work with end users, testers and stakeholders in defining acceptance criteria and tests. Ensure traceability from requirements to tests. • Support training and transition to BAU, identifying the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position. • It is important to note that you may be required to lead small projects. You will be responsible for planning, coordinating resources and monitoring progress to deliver smaller changes end to end.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Degree or relevant professional qualification such as Business Analysis Diploma or equivalent experience.
Knowledge and Experience	<ul style="list-style-type: none"> • Working on multiple projects throughout the project lifecycle. • Working within both a waterfall and an agile environment with a development team. • Conducting feasibility studies, cost benefit analysis, writing business cases and options appraisals. • Aligning requirements and scope to business need and drivers.

	<ul style="list-style-type: none"> • Familiarity with techniques which help in modelling and understanding a business and its operation including process modelling and gap analysis. • Use of a range of tools and techniques which can be used to document and understanding of the structure, relationships and use of information within an organisation. • Conducting stakeholder analysis and mapping. • Eliciting, prioritizing and documentation of requirements including MoSCoW, uses cases and user stories, developing acceptance criteria in Gherkin script, facilitating workshops. • Experience in agile techniques such as backlog refinement, sprint planning, scrum master, sprint estimation. • Identification of outcomes and benefits, including benefit management. • Supported the creation of test scripts, scenario and cases including facilitating testing. • Experience in creating a proof of concept, wireframes or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a technology, product or toolset to meet a business need. • Commercial awareness and driving value for money.
Role Specific Skills & Behaviours	<p>Communication</p> <ul style="list-style-type: none"> • Ability to establish relationships at all levels and positively challenge stakeholders. • Select and utilise information gathering methods, tools and techniques appropriate to the information required and the sources available. • Able to assimilate and interpret advice from specialists – technical or otherwise. • Able to communicate fluently orally and in writing, and to present complex technical information to both technical and non-technical audiences. • Choose the most appropriate method to present information to a given audience, with the appropriate level of detail to gain buy in. <p>Collaborative working</p> <ul style="list-style-type: none"> • Works with and influences teams, senior stakeholders and specialist peers. • Ability to facilitate meetings and workshops. <p>Initiative, problem solving and decision making</p>

	<ul style="list-style-type: none"> • Investigates, defines and resolves complex problems. • Performs a broad range of complex technical or professional work activities, in a variety of contexts. • Flexible and pragmatic in approach. <p>Managing Workload</p> <ul style="list-style-type: none"> • Plans own work to meet given objectives and processes. • Regularly updates others on progress according to need. <p>Managing Delivery</p> <ul style="list-style-type: none"> • Ability to formulate an overall plan in order to achieve deliverables. • Has some responsibility for the work of others and the allocation of resources.
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