

## Role Profile

<b>Role Title:</b>	Senior Business Analyst
<b>Department:</b>	Technology & Transformation
<b>Role Purpose:</b>	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.
<b>Reporting to:</b>	Lead Business Analyst
<b>Responsible for:</b>	Matrix Management of Project Resources
<b>Checks:</b>	Basic DBS and Social Media Check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Work with senior stakeholders to understand the strategic drivers for large and complex projects.</li> <li>• Develop and form stakeholder relationships with the wider business to understand the business environment.</li> <li>• Working closely with the business to shape and form projects by creating the vision and scope for larger change transformations.</li> <li>• Assess the business implications of any proposed changes.</li> <li>• Support larger and more complex projects by working on time, adhering to governance processes, within budget and in accordance with agreed milestones and outcomes.</li> <li>• Elicit and evaluate requirements to ensure they are fit for purpose, challenging positively as appropriate and setting stakeholder expectations on any gaps identified.</li> <li>• Identify holistic business solutions through improvements in automated and non-automated components of new or changed processes.</li> <li>• Obtain formal agreement from stakeholders on scope and requirement prioritisation to establish a baseline.</li> <li>• Evaluate potential solutions and options appraisals taking into consideration the supplier market, best practice, technical landscape and alternative delivery methods.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Understand the options and solution available for successful project delivery culminating in the development of effective business cases which allow stakeholders to clearly visualise outcomes and benefits.</li> <li>• Support the delivery of projects by transitioning requirements to solutions by ensuring that all key elements of the business case are satisfied and the solution aligns to the business deliverables.</li> <li>• Be responsible for ensuring that business requirements are documented and managed throughout the full change lifecycle.</li> <li>• Able to work with stakeholders to develop target operating and business design models</li> <li>• Support the transition of business requirements to solution e.g, prototypes, wireframes, proof of concept, solution documents etc.</li> <li>• Support the transition to BAU, contributing to successful implementation within the business environment.</li> <li>• Support the improvement of the business analysis function by helping develop of standards and techniques to be utilised and keeping up to date with best practice.</li> <li>• Conduct peer reviews and mentor colleagues to support the improvement of the quality of the function.</li> <li>• Support lessons learned reviews on the business analysis function and feedback on areas for improvement.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Degree or relevant professional qualification such as Business Analysis Diploma or equivalent experience.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Working on large scale projects throughout the project lifecycle.</li> <li>• Familiar with both waterfall and agile delivery methodologies.</li> <li>• Understanding strategic drivers for an organization and translating into business need.</li> <li>• Creating strategies for large transformational change.</li> <li>• Assessing and evaluating the impact of any changes on the business environment.</li> <li>• Aligning requirements and scope to business need and drivers.</li> <li>• Experience with a range of BA tools and techniques e.g. proof of concept, prototyping, process modelling, requirements</li> </ul>

	<p>engineering, stakeholder analysis, benefit management.</p> <ul style="list-style-type: none"> <li>• Identification of outcomes and benefits, including benefit management.</li> <li>• Experience with producing BA outputs such as feasibility studies, cost benefit analysis, business cases and options appraisals.</li> <li>• Commercial awareness, promoting value for money.</li> <li>• Experience in developing and continuously improving a BA function.</li> <li>• Experience of designing and facilitating effective workshops involving all levels of an organisation.</li> </ul>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Ability to establish and maintain relationships at all levels.</li> <li>• Excellent negotiating and influencing skills, able to positively challenge without detrimentally affecting relationships.</li> <li>• Select and utilise information gathering methods, tools and techniques appropriate to the information required and the sources available.</li> <li>• Able to assimilate and interpret advice from specialists – technical or otherwise.</li> <li>• Able to communicate fluently orally and in writing, and to present complex technical information to both technical and non-technical audiences.</li> <li>• Choose the most appropriate method to present information to a given audience, with the appropriate level of detail to gain buy-in.</li> </ul> <p><b>Collaborative working</b></p> <ul style="list-style-type: none"> <li>• Works with and influences teams, senior stakeholders and specialist peers.</li> <li>• Ability to facilitate meetings and workshops.</li> </ul> <p><b>Initiative, problem solving and decision making</b></p> <ul style="list-style-type: none"> <li>• Investigates, defines and resolves complex problems.</li> <li>• Performs a broad range of complex technical or professional work activities, in a variety of contexts.</li> <li>• Flexible and pragmatic in approach.</li> </ul> <p><b>Managing Workload</b></p> <ul style="list-style-type: none"> <li>• Able to work efficiently and effectively under pressure,</li> </ul>

	<p>prioritising own workload and keeping others up to date</p> <ul style="list-style-type: none"><li>• Works under general direction within a clear framework of accountability.</li><li>• Exercises substantial personal responsibility and autonomy.</li><li>• Able to make decisions which influence the success of projects and team objectives.</li></ul> <p><b>Managing Delivery</b></p> <ul style="list-style-type: none"><li>• Ability to formulate an overall plan in order to achieve deliverables</li><li>• Has some responsibility for the work of others and the allocation of resources.</li></ul> <p><b>Continuous Improvement</b></p> <ul style="list-style-type: none"><li>• Mentor and coach others to drive continuous improvement.</li></ul>
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