

# Role definition

Job title:	Financial Business Analyst		
Reports to:	IT Manager, IT Applications Team		
Direct reports:	-		
Business unit:	Group IT	Location:	tbc

## Summary

To engage with the Business Operation Teams in order to analyse and document business requirements and changes, particularly in relation to the Group's ERP and commercial systems, in order to provide detailed requirements to the IT Shared Service. The role will also support the Group's strategic aims around the implementation of effective MI & BI, again taking the lead in identifying and defining the business requirements.

## Key objectives

- Business engagement – regular contact and communication with business teams
- Business requirements and processes well defined and documented
- Compliance to project governance
- Bridge the gap between business requirements and technical delivery

## Principal responsibilities and accountabilities

- Develop strong business relationships in order to clearly define business requirements and processes
- Work with the various financial and commercial teams on clearly defining and documenting requirements relating to change around the ERP and commercial systems
- Translate complex IT related concepts into terms the business can readily understand and relate to
- Produce approved project documentation which meets the demands of the project governance model and the business
- Contribute to the quality and service improvement initiatives within the IT department and across the group
- Help to clearly define MI/BI and reporting requirements, particularly in relation to financial and commercial reporting activities, and translate these into the delivery teams
- Pro-active approach to solution support and issue handling with strong emphasis on customer satisfaction
- Manage small projects throughout project life cycle and/or individual aspects of larger projects
- Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the customer

## Person specification

### Qualifications and training

- Educated to degree standard or similar
- Relevant business analysis qualifications
- Financial management qualifications (preferred)

### Technical skills and experience

- Experience in working across multiple application platforms
- Strong knowledge of financial processes and best practice
- Experience of working in a financial role
- Any experience of implementing change into finance desirable
- Excellent communication skills and the ability to communicate financial issues with non-finance professionals
- Particular skills in customer management
- Good spoken and written communication skills
- Good organisational and time management skills
- Strong analytical and problem-solving ability
- A high degree of accuracy and attention to detail
- The ability to work both independently, and as part of team
- Customer focussed
- Experience of COINS an advantage