## Business Analyst

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| **Generic title** | Assistant |
| **General Description** | Work closely with the business to identify possible solution to business needs, carry out analysis to identify the most suitable solution in conjunction with input from the IT team and then manage and coordinate activities associated with the delivery, testing and implementation stages of the project and undertake post project reviews |

## Competencies

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| **Achieving Results** | Will set goals for self in own work environment  Demonstrates enthusiasm for the job |
| **Analytical thinking and decision making** | Using personal experience and systematic approach to arrive at decisions on straightforward issues |
| **Communication** | Communicates positively with clarity and understanding  Presents information in a structured way  Demonstrates confidence when communicating in own subject |
| **Dealing with change** | Positive attitude to change when presented  Contributes to change in own area of work |
| **Teamwork** | Contribute to the overall team objectives  Understand how to be part of a team  Regularly cooperate with team members |
| **Leadership** | The capacity to assume some position of influence within a team |
| **Managing resources** | Works effectively within time and budget constraints set by others  Looks to complete on schedule and recover slippage |
| **Negotiation** | The ability to discuss and agree priorities |
| **People Development** | Can respond within tested frameworks of development to identify own needs  Uses personal experience to build own skills |

## Role definition

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| **Summary of role** | * Provide analysis skills to support IT projects * Carry out project activities in relation to the project delivery process * Work closely with other IT team members across Group * Provide support to the business in the on-going development and enhancement of IT systems |
| **Responsibilities and accountabilities** | * Get clear documented requirements of the business need * Document the “as is” and “to be” states to give a clear understanding of the change involved * Identify the changes needed to deliver the project not only IT related but also business processes * Communicate regularly on the status of the work they are undertaking to the nominated team and also the relevant sponsors and stakeholders * Ensure that all projects and activities are compliant with IT standards and governance models * Work closely with the business to identify requirements and benefits * Ensure appropriate levels of governance are applied at all times. * Ensure the project plan activities allocated are progressed and completed to schedule and any deviations reported to the project manager * Ensure testing is completed, using test scripts, to the business satisfaction to allow any changes or new systems are put live * Work with the business to document business processes to support changes and new systems * Work with other members of the IT team to create IT processes and methods to improve the quality of IT delivery * Work with 3rd parties to identify scope and deliver suitable solutions. * Ensure all changes and new systems are handed over into support in a fully supportable form together with the necessary support handover documentation * Provide support in tender submissions and where applicable liaise directly with clients towards an agreed IT landscape |
| **Qualifications, training and technical knowledge** | * Experience carrying our business analysis for IT solutions * Experience of formal methods and processes and documentation standards * Experience of acting as an IT representative in the business community * Good interpersonal skills and ability to explain technical solutions in business terms * 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 * Customer focussed |
| **Attributes and skills** | * Experience of managing customer relationship management databases * Proven analytical skills and the ability to articulate conclusions in a variety of mediums * Willingness to travel – the role objectives will only be fully achieved by working closely with all stakeholders across the business and this will include visiting company offices as required. * Experience and sound knowledge of engendering behavioural change to support business objectives within a large organisation * Training delivery experience * Excellent communication skills with the ability to operate and influence at all levels within the company; the ability to simplify complex concepts both verbally and in written form is essential * Have strong presentation skills with ability to communicate with small and large audiences using a variety of methods * Highly effective interpersonal skills – good relationships are essential to the success of this role. The role holder must possess skills in negotiation and diplomacy and the ability to convince senior colleagues of the need to develop solutions where there is a clear business benefit to be gained. * Highly effective team player * Be self-motivated and enthusiastic, having the ability to work independently for extended periods to successfully manage projects from inception to delivery * Good leadership skills with the ability to motivate colleagues at all levels |