

## Business Support Analyst – Commercial Function

<b>Generic title</b>	Commercial Support
<b>General Description</b>	Works with minimal supervision providing CVR support and training to End Users. Business Analysis – Develop Leading Indicators and KPI data working with the Business Improvement Director on a variety of Projects.

## Competencies

<b>Achieving Results</b>	Requires drive, determination and a self- disciplined approach to work to achieve results that provide a successful job performance.
<b>Analytical thinking and decision making</b>	The role requires specialised technical problem solving and ingenuity in determining solutions and confidence to make and implement solution decisions. But at all times ensuring established standards of quality and accuracy are maintained together with integrity and caution. There is a requirement for the ability to respond to short notice requests.
<b>Communication</b>	Communicates positively verbally or written, providing clarity and presents information in a structured response giving End Users an understanding. Demonstrates confidence when communicating in own subject.
<b>Dealing with change</b>	New ideas and concepts should be considered but need to be carefully analysed and tested before communication and adoption. Must have the capacity to accept change.
<b>Teamwork</b>	The role requires the ability to be self-motivated and independent, but also have the willingness to cooperate with team members – including from different disciplines - to achieve targets to get the job done.
<b>Leadership</b>	Should be able to take on leadership and authority. Be able to motivate / guide others to achieved output and timescale targets.
<b>Managing resources</b>	Works effectively within tight time constraints to achieve accurate information and required reporting procedures of the Business. Looks to complete on schedule and recover slippage
<b>Negotiation</b>	Ability to listen to others and provided structured practical response.
<b>People Development</b>	Willingness to be developed and accept new skills

## Role definition

<b>Summary of role</b>	Provide a contact and support for issues raised on individual live Sharepoint CVR's by users. The CVR is a fundamental document within Morgan Sindall Business Management. The CVR must be live and populated with up to-date data as much as possible. The Commercial Support/Analysis Role must provide CVR users with the ability to maintain the CVR and therefore should always give any CVR issue priority and action as soon as possible. Other duties will be to develop and provide concise reports surrounding key Business Performance Indicators to the Regional and Business Leaders as appropriate.
<b>Responsibilities and accountabilities</b>	Provide a contact and support for issues raised on individual live Sharepoint CVR's by users. This can be at any time, mainly arising out of issues occurring at random. Quite often the issues are raised during the month end period when the user is trying to complete period CVR's so has a time pressure factor. Determine the cause of the issue – maybe user error, software (excel) issue or hardware problem. Correct the error, if necessary

	<p>may require liaison with IT / External Consultant. There will be a requirement to provide data and reports to Senior Management on an adhoc basis.</p> <p>Provide user access to Sharepoint CVR's as requested. This may be for new users, existing user's reallocation of CVR responsibilities, or access requirements for Audit. Agree the Role status of the user and allocate access. Usually the user requires access immediately to ensure the CVR is maintained and managed properly.</p> <p>Provide Sharepoint CVR training. This may be for new starters / beginners to the Sharepoint CVR, or existing users change in role i.e. Managing Role, or if there are updates / amendments to the existing Sharepoint CVR. Training must be structured to the users requirements and provide a comprehensive understanding of the CVR. Training maybe via Lync presentations or face to face training presentations at an agreed location.</p> <p>Maintain and update User reference guides as necessary including Lessons Learnt from user raised issues..</p> <p>Provide CVR data extract information as requested. Usually requested by Business Management for information / review.</p> <p>Monitor and chase completion of Sharepoint CVR's to Approval Status at monthly Period End to allow the Business CVR Roll Forward to proceed. CVR Roll Forward to the next reporting period is required to allow the CVR to be used as a live document. Until Roll Forward is achieved the CVR cannot be updated with live data for the current reporting period. Essential to allow Morgan Sindall Business reporting to be as up to date as possible and a vital tool in the management of the Business, including compilation of Leading Indicator Reports.</p>
<b>Qualifications, training and technical knowledge</b>	<p>Educated to GCSE level with grade C or above in Maths and English as a minimum.</p> <p>Understand what information the CVR is providing, what it is used for and by whom</p> <p>Understand the CVR process – technically and inputting – how to maintain an up to-date CVR. So should be IT literate.</p> <p>Understand basic accounting procedures, procurement process, purchase ledger and cost ledger processes.</p> <p>Understand project Cost and Value reporting including reconciliations.</p> <p>Experience of producing excel reports and data base experience in Business Analysis tools eg Microsoft BI/sequel database/code writing for reports</p>
<b>Attributes and skills</b>	<p>End users tend to raise issues when they are in a stressful period. There is a tendency for users to be frustrated and confused. Ability to calmly listen and manage users.</p> <p>The cause of issues raised may not be immediately apparent. Ability to be able to process issues systematically.</p> <p>Issues raised may indicate faults within the system. The success of the Sharepoint CVR, is users having confidence the system is robust and user</p>

	<p>friendly. Ability to understand if issues raised are one off user errors or a system failure in which case advise IT department to fix.</p> <p>Understand what information the CVR is producing, what the information is used for and how the CVR provides the information. Understand the processes and data required to complete and maintain a live CVR.</p> <p>Ability to understand procedures and policies of the organisation Ability to deal effectively with colleagues Ability to work well either alone or as part of a team Good writing, analytical and problem solving skills Ability to follow oral and written instructions Know when to ask for help and guidance</p>
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