

## Job Description

| Job Description |                                 |
|-----------------|---------------------------------|
| Job Title       | Business Analyst                |
| Reports to      | Head of IT Portfolio Management |

| Job Purpose   |
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| You will be responsible for assisting the business with maintaining Continuous Improvement whilst acting as a link between the business and IT. You will also assist and support Project Managers in the delivery of projects to which they have been assigned. |

| Principal Accountabilities  |
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| <ul style="list-style-type: none"><li>• Using a range of techniques and choosing the most appropriate to the situation, carry out investigations concerned with uncovering problems and issues. This involves Qualitative and Quantitative investigations and documenting the results.</li><li>• Using information gathered from investigations identify needs through the use of a range of techniques, using the most appropriate to the situation. This can involve organisation modelling, business process analysis and business change identification.</li><li>• Consider and assess the options that are available to address the business problem or issue. This will involve identifying options, shortlisting options and preparing or assisting in the preparation of the business case.</li><li>• Using a range of techniques but primarily concentrating on the production of Epics/User Stories and Acceptance Criteria to enable development and testing of software solutions.</li><li>• Project Support. Where assigned, support the project manager(s) in carrying out BA related activities throughout the project lifecycle.</li><li>• Provide users with support and training, where necessary, including handover of application changes and post implementation support.</li><li>• Produce and maintain all and any documentation associated with the role of business analyst, to a high standard and within the required frameworks. Suggest and high light improvements identified through practical application.</li></ul> |

| Knowledge and Experience   |
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| <b>Mandatory</b> <ul style="list-style-type: none"><li>• Must have good knowledge of a working IT Environment with an appreciation of Software Development and Systems Architecture.</li><li>• Formal qualification such as BCS Business Analysis Foundation</li><li>• You must have excellent Stakeholder Management skills with the ability to identify and carry out communications strategies appropriate to the individual stakeholders.</li><li>• Good understanding of the market within which the company is operating. This includes, but is not exclusive to, knowledge of key competitors, market trends and the target demographic.</li><li>• Excellent analytical and conceptual thinking.</li><li>• An excellent ability to extract and document functional and non-functional requirements.</li><li>• The ability to influence stakeholders and work closely with them to determine acceptable solutions.</li><li>• Ability to create detailed reports and good presentation skills.</li><li>• A good understanding of the principles behind the RFC process and Project Management Framework.</li><li>• A good understanding of the principles of risk management and maintain an understanding of the company's risk management policies and systems.</li><li>• A good understanding of the principles and practices of Continuous Improvement (Kaizen)</li></ul> |

## Beneficial

- Formal qualification such as BCS, Business Analysis Practitioner or better\*
- Formal project management qualification such as PRINCE2 Foundation
- Formal Quality Management qualification such as ISO 9001

