## Role Profile

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| **Job Title** | **Business Analyst** |
| **Business Unit / Group Function** | Central Services |
| **BU Team / Sub-Function** | GTS |
| **Location** | SBP / Richmond |
| **Leader** | Product Owner |
| **People Leadership** | No |
| **Job Level** | 4B |
| **Role Purpose** Support the Product Owner as a subject matter expert for user story definition, documentation and prioritisation within the Product team for the specific functional area |
| **Accountabilities*** Provide specific systems knowledge and guidance to the Product Owner ensuring business objectives are met for the functional area
* Support the Product Owner by confirming the technical requirements which will ensure business objectives are met in the agreed technology roadmap
* Identify and share best practice within Business Analyst community of practice (CoP) and (agile) product team ensuring the sharing of knowledge creating a collaborative working culture
* Act as a consultant for the prioritisation of user stories to ensure the generation and documentation of business requirements is accurate and meets the required standards
* Document and own product / service-related business functionalities, functional requirements, typical use cases, process descriptions, FAQs obtaining sign off in a timely manner
* Participate in (agile) meetings and supports the Product Owner in (sprint) planning / (sprint) review meetings to ensure business objectives are met
* Support in the documentation of success criteria and assesses functional fit together with Product Owner
* Track progress from requirements identification to implementation ensuring targets are met
* Support the Product Owner and QA / Test Engineer in defining key business test scenarios and test data requirements and categorisation of detects (SIT and UAT) to defined standards
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| Created by: | Lawrence McDonald |
| Creation Date: | October 2021 |
| HRBP: | Kirsty Morris |
| Date of last revision: | 22 November 2021 |

**Competencies**

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| **Analysing**• Analyses numerical data, verbal data and all other sources of information• Breaks information into component parts, patterns and relationships• Probes for further information or greater understanding of a problem• Makes rational judgements from the available information and analysis• Produces workable solutions to a range of problems• Demonstrates an understanding of how one issue may be a part of a much larger system | **Writing and Reporting**• Writes clearly, succinctly and correctly• Writes convincingly in an engaging and expressive manner Avoids the unnecessary use of jargon or complicated language• Writes in a well-structured and logical way• Structures information to meet the needs and understanding of the intended audience | **Planning and Organising**• Sets clearly defined objectives• Plans activities and projects well in advance and takes account of possible changing circumstances• Identifies and organises resources needed to accomplish tasks• Manages time effectively• Monitors performance against deadlines and milestones |
| **Learning and Researching**• Rapidly learns new tasks and commits information to memory quickly• Demonstrates a rapid understanding of newly presented information• Gathers comprehensive information to support decision making• Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback). • Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation)  | **Persuading and Influencing**• Makes a strong personal impression on others• Gains clear agreement and commitment from others by persuading, convincing and negotiating• Promotes ideas on behalf of self or others• Makes effective use of political processes to influence and persuade others | **Relating and Networking**• Establishes good relationships with customers and staff• Builds wide and effective networks of contacts inside and outside the organisation• Relates well to people at all levels• Manages conflict• Uses humour appropriately to enhance relationships with others |

**Skills and Experience**

Educated to degree level or equivalent experience

3-5 years of experience as a Business Analyst in a commercial environment

Extensive hands-on experience in business analyst tools and techniques including business processes mapping methodologies

Sharp analytical and problem-solving skills with a strong attention to detail while also demonstrating creative thinking

Proven track record of working in a complex business change environment

Strong communication, process, logical thinking and organisational skills

Relevant systems and industry knowledge / expertise

Relevant certification is a desirable