

ROLE PROFILE

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 <ul style="list-style-type: none"> • 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 defects (SIT and UAT) to defined standards 	
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Competencies

Analysing <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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