

ROLE PROFILE

Job Title	GTS Governance & Controls Analyst
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	SBP
Leader	Planning & Governance Leader
People Leadership	No
Job Level	4B
Role Purpose	
Support and drive the Governance & Controls Framework within GTS through ongoing development and improvement of the framework and by promoting a performance-driven, controls-orientated culture within the team that ensures that all key strategic and operational objectives are met	
Accountabilities	
<ul style="list-style-type: none"> • Support and drive the on-going development of the GTS Governance & Controls Framework in line with key strategic and operational objectives • Work with the other members of the GTS Planning & Governance team in developing processes, standards, polices, controls and ways of working which support continuous improvement of the GTS Governance & Controls Framework • Develop and maintain positive relationships with GTS Leaders and teams to enable them to provide support for the GTS Governance & Controls Framework supporting cross functional collaboration • Provide guidance and support to GTS leaders and process owners for the ongoing management and development of GTS processes supporting continuous improvement • Coordinate the collation of information and content to produce the GTS scorecard and KPIs to the agreed schedule • Conduct reviews with GTS leaders to identify areas or opportunities for improvement in GTS performance, governance, and compliance ensuring cross functional efficiencies • Support and provide subject matter expertise for all internal and external audits (and other compliance activities) to ensure compliance to the defined standards • Work with the GTS Product Teams and Technical Delivery Team to monitor and report progress and achievements across the GTS delivery programmes • Review and track budget expenditure across the P&L and capital and identify areas for management action to ensure cost effective solutions are in place 	
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Competencies

<p>Analysing</p> <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. 	<p>Presenting and Communicating Information</p> <ul style="list-style-type: none"> • Speaks clearly and fluently • Expresses opinions, information and key points of an argument clearly • Makes presentations and undertakes public speaking with skill and confidence • Responds quickly to the needs of an audience and to their reactions and feedback • Projects credibility 	<p>Persuading and Influencing</p> <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
<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals 	<p>Applying Expertise and Technology</p> <ul style="list-style-type: none"> • Applies specialist and detailed technical expertise • Develops job knowledge and expertise through continual professional development • Shares expertise and knowledge with others • Uses technology to achieve work objectives • Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity • Demonstrates an understanding of different organisational departments and functions 	<p>Writing and Reporting</p> <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

Skills and Experience

Educated to degree level or equivalent experience

Preferably 5 years in a similar role
Relevant experience of both change management and asset management in a global IT organisation
ITIL v3/4 Foundation Certified
Strong communication, process, logical thinking and organisational skills
Demonstrable experience of data processing, analysis and quality management tools
Ability to influence all levels within IT function
Broad knowledge of IT Enterprise Architecture