## 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**   * 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 | |
| Created by: | Lawrence McDonald |
| Creation Date: | October 2021 |
| HRBP: | Kirsty Morris |
| Date of last revision: | 22 November 2021 |

**Competencies**

|  |  |  |
| --- | --- | --- |
| **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