JOB DESCRIPTION

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Job Title:	Business Analyst
Reports to:	Project Manager

Main Purpose of Job:

The Business Analyst is responsible for the definition of requirements and specifications to optimise projects to fit the business needs and provide greater efficiency. You will demonstrate ownership of the specified solution through the project lifecycle and perform business analysis consultancy as required. You will have a good understanding of business analysis tools, techniques and approaches, exceptional verbal and written communication skills and an ability to work with multiple stakeholders.

Main Responsibilities:

1. Taking ownership of gathering business requirements from all stakeholders, producing agreed user stories and requirements documentation.
2. Assisting Project Sponsors with researching and selection of potential off the shelf software solutions.
3. Taking ownership of assigned tasks and project deliverables to achieve the necessary quality and meet agreed deadlines.
4. Organising and prioritising your own workload appropriately, reporting risks and exceptions to the Project Manager and Project Sponsor.
5. Leading analysis and specification phases, performing scoping and business analysis for functional and non-functional requirements and providing quality customer-facing and internal documentation.
6. Maintaining an understanding of the industry standard business analysis tools, techniques and methodologies.
7. Working closely with stakeholders to gain an understanding of all areas of the business.
8. Working closely with the project team to ensure to successful outcome of all projects.
9. Building and maintaining successful relationships with colleagues, stakeholders and suppliers.
10. Identifying risks and issues and owning assigned mitigations.
11. Supporting best practise, including conformance to and taking ownership of improvement of relevant processes and templates.
12. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.

Knowledge, skills and experience required:

Essential

- Business analysis experience in a project environment, with a focus on quality and attention to detail in all areas.
- Experience of requirements gathering, the production of functional specifications and/or acceptance criteria, including story maps and user story techniques, and wireframe tools.
- Effective facilitation and negotiation skills including reaching consensus and managing conflict.
- An understanding of business analysis tools, techniques, approaches and methodologies relevant to software delivery.
- Exceptional verbal and written communication skills including the ability and confidence to present complex ideas clearly to technical and business clients.
- Effective understanding and management of change control within a project.
- Working knowledge of Agile Scrum and Waterfall project frameworks, concepts and methodologies.

- Outstanding organisational and time-management skills, with the ability to switch tasks easily.
- A positive, proactive, and can-do attitude.

Desirable

- Specific business analysis experience within a similar industry.
- Attainment of, or working towards, a BCS Business Analysis certification or equivalent.
- Leadership experience of small projects.
- Technical analysis skills and experience.
- Experience of using ticket management tools such as Jira.
- Understanding of ITIL Framework, concepts, and terminology.
- Experience of the latest UX and UI principles and relevant standards.
- Previous experience working in a B2B environment.

Competencies:

Attention to detail

Thoroughness in accomplishing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organises time and resources efficiently. Identifies opportunities to improve processes and bring efficiencies.

Time Management

Uses their time effectively and efficiently; values time; concentrates their efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities. Executes effective planning and time management and can work on multiple tasks simultaneously and without issue.

Organising

Can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

Action Orientated

Enjoys working hard; is action orientated and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning.

Written Communications

Can write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Perseverance

Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks. Is confident to speak up when deadlines or tasks are challenging and can manage expectations with customers, colleagues, managers and external suppliers.

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Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Initiative

Does things that no one has requested in order to improve or enhance products and services, avoid problems. Plans ahead for upcoming problems or opportunities and takes appropriate action.

Adaptability

Is able to change the way she/he behaves or approaches a situation in order to achieve a goal; responds to change with a positive attitude, willing to learn new ways to accomplish work activities and objectives.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Peer relationships

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with colleagues with a minimum of noise; is seen as a team player and is co-operative; easily gains trust and support of colleagues. Champions the existing no-blame culture and is open and honest in their communication.

Self Knowledge

Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced (+'s and −'s) performance reviews and career discussions.

Key Contacts:
Internal: IT Project Manager, IT Manager, Lead Developer, Business Directors, Managers and employees
External: Third party suppliers

Prepared by:
Name: IT Project Manager
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