ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: **Business Analyst**

Reports to: **Transformation Manager**

Main purpose of the job

To work on the scoping of the Technology Strategy projects, and wider activities including:

- o   To engage and communicate with business users and stakeholders
- o   gather business requirements and user stories that reflect business needs
- o   collect and analyse non-functional requirements
- o   process mapping and business modelling
- o   create acceptance tests based on requirements
- o   ensure the quality and business value of technology and digital solutions
- o   apply best practices for effective communication and problem-solving

Main Responsibilities

Working to priorities set by the Head of Transformation and Transformation Manager:

Analysis of Business Needs

- Gather any information as required for ongoing projects to understand client needs, work in progress, effect a smooth handover, and transition period for the interim role
- Collect, understand, and communicate the business requirements for applications, projects, and features, translating these into written specifications or user stories.
- Assist with the development of business cases for new projects and supplier tender exercises
- Evaluate and investigate solutions using a range of approaches, including researching competitor products, commercially available solutions, other ROH (Royal Opera House) systems and services.
- Analyse and document business processes and appropriately model new processes that support the overall business objectives
- Communicate and present requirements and solution specifications to stakeholders and delivery teams to gain buy-in for the proposed solution. Manage the approval and sign-off on documents and solutions as appropriate
- Work with and maintain an effective set of business analysis tools and methodologies which are fit for purpose for the organisation

Delivery of Solutions
- Support, facilitate, or execute acceptance tests, ensuring the delivered solution meets the business requirements and agreed quality criteria
- Collaborate with development and technology teams to ensure the delivery of solutions to a high standard, and within agreed timescales and budget
- Manage change in relation to the specified requirements, including assessment of impact, communication, and supporting planning and prioritisation as appropriate
- Consider any compliance requirements, such as Data Protection and GDPR (General Data Protection Regulations) for all work

Continuous Improvement
- Identify efficiencies in business processes and solutions and where appropriate identify solutions which will support revenue generating activities
- Be at the forefront of emerging technologies and understand their relevance to the activities of the ROH
- Gather, analyse, and report usage data or other such relevant data in support of measuring the performance of solutions
- Uphold ROH values and behaviours: Treat each other with Respect | Be Open | Value the Highest Standards, and support our goals for diversity and inclusion in all aspects of the role
- Manage own learning and continuous professional development relevant to the role; undertake any study or qualifications as required
- Support a culture of information sharing, collaborative working and team working
- Contribute to a culture of innovation and continuous improvement

Key performance indicators
- Identification of business needs and appropriate solutions
- Effective teamwork and consultative approach with colleagues and stakeholders
- Follow department and best practice processes including documentation and testing
- Delivery of agreed projects and solutions on time and to requirements
- Effective handover and transition of any project work at the start and end of the interim period

PERSON SPECIFICATION

Essential Knowledge, Skills, and Experience

Business Analysis
- Business analysis experience to identify user and stakeholder needs and define Digital Development and Technology solutions
- Experience in gathering information and documenting business process analysis
- Experience in communicating concepts and ideas to stakeholders at all levels within organisations, including oral and written presentations, proposals, technical specifications, and reports
- Ability to simplify complex problems into component parts and evaluate systematically
- Evidence of problem solving and providing effective creative solutions
- The ability to conduct cost / benefit analysis

Technology
- Experience in the application of Microsoft product including SharePoint, Visio, Microsoft Project, Jira, office systems and enterprise systems such as CRM and finance systems

- Good understanding and interest in technology
- Experience of working in Agile delivery environments with knowledge of scrum and Kanban methodologies or ability to learn and become operational in a short space of time

Project Management Skills
- Good project planning, project management and delivery skills
- Focus and drive, proven ability to deliver to deadlines
- Consistently able to champion change and embrace new working practices
- Flexibility to work to changed priorities or organisational needs
- Ability to work consistently under pressure

People skills
- Strong written and verbal communication skills, with experience of technical writing
- Able to maintain positive relations with all user groups and stakeholders
- Diplomacy and ability to communicate and engage with a broad range of stakeholders
- Ability to negotiate and agree priorities with project stakeholders, resolving conflict where necessary
- Experience of running workshops and working successfully with cross discipline teams
- A dedicated team player, able to work collaboratively in a team environment

Continuous Improvement
- Ability to work to and support a culture of continuous improvement
- Commitment to delivering a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.