



JOB DESCRIPTION

Title: Business Analyst

Reports to: Analysis and Delivery Manager

Main purpose of the job

To work on designated projects and priorities across the organisation to:

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

Main Responsibilities

Working to priorities set by the Director of IT and Head of Transformation:

Analysis of Business Needs

- Collect, understand, and communicate the business requirements for applications, projects, workstreams and continuous improvement work and features, translating these into written specifications and/or user stories.
- Assist with the development of business cases for new and existing projects and procurements.
- Evaluate and investigate solutions using a range of approaches, including options research across the market, considering commercially available solutions, other ROH systems and services.
- Analyse and document business processes and appropriately model new processes that support the overall business objectives and transformation strategy
- 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, develop and execute acceptance tests (based on User Stories/Use cases), 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 the required change in relation to the specified requirements, including assessment of impact, communication, and supporting planning and prioritisation as appropriate
- Take into account any compliance requirements, such as Data Protection and GDPR 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 RBO
- Gather, analyse, and report usage data or other such relevant data in support of measuring the performance of solutions
- Uphold RBO values and behaviours, 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

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Business Analysis

- Business analysis experience to identify user and stakeholder needs and define appropriate option/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 use of process mapping tools such as Lucid or Visio.
- Good understanding and interest in technology.

- Experience of working in both Waterfall and Agile delivery environments or ability to learn and become operational in a short space of time

Project Management Skills

- Good project planning 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-disciplinary/multi-functional teams
- A strong 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
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

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

