Job Description

Job Title:	Business Analyst
Reports to:	Business Analysis Manager
Grade:	Grade 10
Date:	May 2021

1. Job Purpose

The Business Analyst will work closely with the Business Change team and key managers in mapping business processes to ensure we can meet our strategic objectives organisational wide. Identifying any process improvements within a business area and has a solid understanding of all business processes across all departments.

This is a challenging role, requiring a flexible attitude, a strong understanding of business processing, business change, and project management, together with previous experience of working as a Business Analyst.
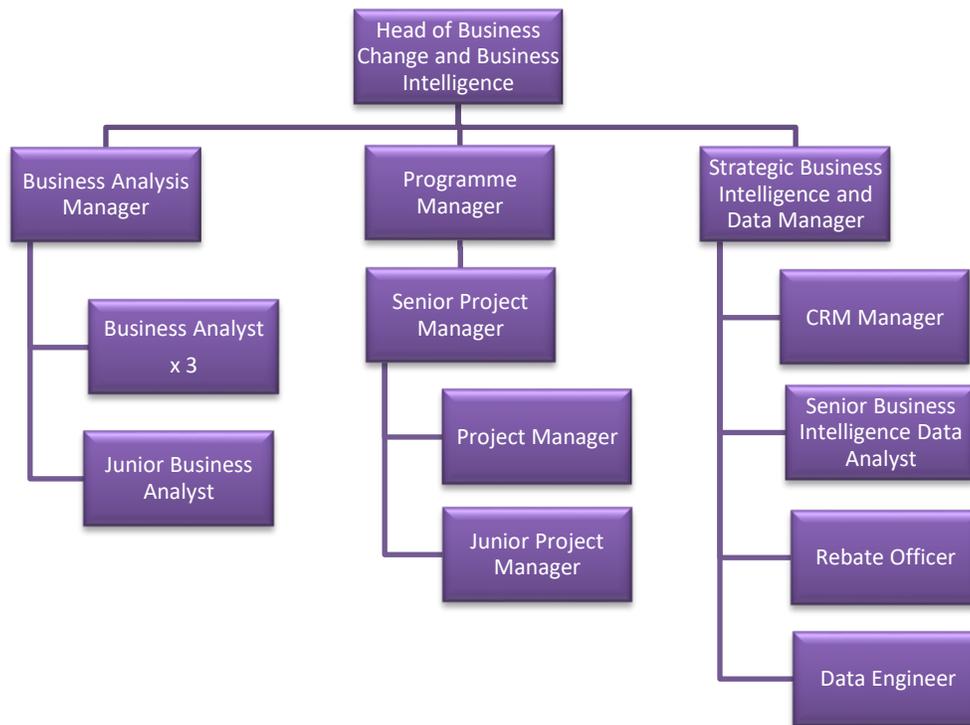
The role requires a wide range of business analysis skills and techniques to solve complex problems across multiple stakeholder groups, supporting and guiding the organisation through a large-scale business change programme.

The Business Analyst is responsible for ensuring that the work and work outputs within a project align with overall business strategy, managing relationships with SMEs from multiple stakeholder groups and using analysis to facilitate requirement prioritisation decisions.

They will ensure that the work and work outputs align with overall business strategy, managing relationships with all business users from multiple stakeholder groups (Board to shop floor) and using analysis to facilitate requirement prioritisation decisions

Overall responsibility and accountability lies with the Business Analyst to ensure the requirements captured and analysed effectively at the beginning of the project to ensure they are correct and what the business requires. Responsibility also sits with the BA to propose potential solutions, support system and UAT testing and the training of users.

2. Organisational Structure

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                    ┌─────────────────────┐
                    │ Head of Business    │
                    │ Change and Business │
                    │ Intelligence        │
                    └──────────┬──────────┘
          ┌────────────────────┼────────────────────┐
┌─────────┴─────────┐ ┌────────┴────────┐ ┌──────────┴──────────┐
│ Business Analysis │ │ Programme       │ │ Strategic Business  │
│ Manager           │ │ Manager         │ │ Intelligence and    │
│                   │ │                 │ │ Data Manager        │
└─────────┬─────────┘ └────────┬────────┘ └──────────┬──────────┘
          │           ┌────────┴────────┐            │
    ┌─────┴──────┐    │ Senior Project  │    ┌───────┴───────┐
    │ Business   │    │ Manager         │    │ CRM Manager   │
    │ Analyst    │    └────────┬────────┘    └───────────────┘
    │ x 3        │             │             ┌───────────────┐
    └────────────┘    ┌────────┴────────┐    │ Senior Business│
    ┌────────────┐    │ Project Manager │    │ Intelligence   │
    │ Junior     │    └─────────────────┘    │ Data Analyst   │
    │ Business   │    ┌─────────────────┐    └───────────────┘
    │ Analyst    │    │ Junior Project  │    ┌───────────────┐
    └────────────┘    │ Manager         │    │ Rebate Officer│
                      └─────────────────┘    └───────────────┘
                                             ┌───────────────┐
                                             │ Data Engineer │
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3. Dimensions

The Business Analyst works in partnership with the Project Manager throughout the project lifecycle. They are fully responsible and accountable for ensuring that the project requirements are representative of all business areas, that they achieve the required quality standard (within agreed specifications), ensuring processes current and future are updated and managed accordingly, they support the business with solution testing and engage with teams to ensure training materials are accurate in relation to the revised processes.

Leading and managing workstream teams in a matrix style from (2-10 staff). This includes Senior Leadership Team and Operational Managers.

People: Matrix management people responsibilities managing a team of SMEs within a project, responsible for the quality of outputs and recommendations of work undertaken. This will have a far-reaching effect for all YPO employees which in turn will deliver savings identified within the YPO Portfolio. Manage internal and third-party resources on and off site to maximise their contribution, including external suppliers & contractors, providing appropriate support and guidance where necessary and to ensure the impacts of change are understood and conflicts between stakeholder groups negotiated.

Finance: Project Budget joint responsibility with the Project Manager to ensure that solutions are fully costed including any additional resource requirements identified throughout the project lifecycle. No direct budgetary responsibility within the BC budget; however, the outputs and recommendations from the role are expected to make efficiency savings across a number of

functional areas across YPO and they are monitored on a monthly basis with Finance Business Partners

This role will be responsible for the re-design of a range of business activities affecting both the efficient running of the organisation and the delivery of key strategic objectives including confidential/sensitive personal data. Always ensuring the wider Enterprise Model is updated accordingly.

4. Principle Accountabilities

PRINCIPLE ACCOUNTABILITIES

- The Business Analyst will be responsible for the delivery of business analysis activities across varying projects as prioritized by the Programme. The Business Analyst will utilise effectively the time of key stakeholders during the analysis process and make recommendations for change.
- They will create the requirements on a number of varying projects to utilise effectively the time of key stakeholders during the analysis process and make strategic recommendations for change across project and within the programme. They are accountable for ensuring that all stakeholders are engaged and accounted for within the requirements gathering process.
- To provide a detailed analysis of the processes currently followed using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
- To lead the Project in relation to business process mapping and re-engineering. Ensuring all interdependencies with other projects within the portfolio are identified.
- Solicit and document business requirements to help build business cases.
- Requirements capture, documentation, validation and management.
- Responsible for ensuring that the captured requirements are fit for purpose for the business area and any other key departments impacted by the change.
- To ensure the application of a wide range of business analysis skills and techniques to solve complex problems across multiple stakeholder groups.
- To manage the relationship with senior business users from across the business ensuring the conclusions drawn from business planning analysis is implemented effectively.
- Responsible for the completion of feasibility studies to identify opportunities for improved business performance.
- To work closely with internal and external development partners to ensure business requirements are met in a timely manner.
- Provide support to the business during project implementations, offering advice and guidance around key decisions and process changes.
- Define and document projects for handover to the relevant business area e.g. for IT projects the IT Support Team.
- Provide on-going support to resolve critical business incidents where required.
- Reviews, analyses, and evaluates business systems and user needs, and acts as the liaison between the business and IT.
- Solicits, documents, and validates/verifies functional requirements and specifications.
- Utilises technological trends to suggest technical solutions to enhance the competitive edge of the business.
- Provides feedback to business regarding end user training and product use issues.
- Complete project deliverables in a timely manner.

- Understand business function: concepts, practices, and procedures, including key business processes, drivers, and their measures of success.
- Resolving data related issues by understanding and analysing data in relational databases.
- Responsible for identifying, streamlining and improving existing processes based on continuous improvement principles.
- Working with other business and IT resources to implement improvements.
- The role will conduct feasibility studies and scoping for improving business performance.
- Will capture requirements for divisional systems with recommendations for improvements.
- Will map out with the ICT Project Manager timelines for implementation.
- Ensuring the team comply with Data Protection requirements when sharing.
- To keep self and colleagues up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality & Diversity, Customer Care and Health and Safety.

5. Planning and Organising

This role will not be able to operate successfully without a high level of planning and organising. Daily. Weekly and monthly commitments will require detailed planning combined with the on-going programme definition for up to 2 years requiring extensive planning and an ability to manage changing priorities.

They will organise the content of the project work packages with the project team members around feasibility and requirements gathering aspects and they are accountable for meeting deadlines as per the project plan.

Ensuring they always adhere to project timescales for all areas of work within the project, if any slippage occurs, they must escalate any issues to the Project Manager.

They are responsible for ensuring that any deviations from signed off requirements are managed via the change control process.

6. Decision Making

This role will have the autonomy to sign off on variances to project timelines and budgetary costs.

This is a key role ensuring YPO stakeholders are fully onboarded at the beginning of a project to ensure all stakeholders are fully aware of the impact.

This role will be responsible for making recommendations and proposing solutions relative to the project and understanding the impact on the Programme. Only referring to the Programme Manager any decisions impacting the delivery timescales of the project/programme and any quality assurance issues.

The post holder is responsible for ensuring the recommendations are fit for purpose for the business area and they must get sign off directly from the SLT member around all key process changes.

7. Internal and External Relationships

- Directors, SLT and Operational Managers within YPO
- All Staff across YPO
- External consultants
- External suppliers

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
Knowledge of project management methodology e.g. Prince2 and the ability to work on multiple projects	ESSENTIAL		APPLICATION & INTERVIEW
Excellent knowledge of product lifecycle, tools and processes	ESSENTIAL		APPLICATION & INTERVIEW
Good all-round technical knowledge regarding databases/ systems	ESSENTIAL		APPLICATION & INTERVIEW
Strong understanding of modern technologies, systems and processes	ESSENTIAL		APPLICATION & INTERVIEW
Skills			
Ability to build relationships and gain trust from senior business users and technology delivery personnel	ESSENTIAL		INTERVIEW
Strong analytical and product management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements	ESSENTIAL		APPLICATION & INTERVIEW
Ability to thrive in a fast moving, often changing, delivery environment	ESSENTIAL		INTERVIEW
Excellent written & oral communication skills	ESSENTIAL		INTERVIEW
A commitment to quality and a strong delivery focus	ESSENTIAL		INTERVIEW
Ability to respond quickly and effectively in a fast-changing environment	ESSENTIAL		APPLICATION & INTERVIEW
Able to objectively assess solutions to meet business demands, striking the right balance of people, technology & process where required	ESSENTIAL		APPLICATION & INTERVIEW
Energetic and resilient	ESSENTIAL		INTERVIEW
Able to work collaboratively and effectively in a team	ESSENTIAL		INTERVIEW
Capable of delivering in a high- pressure, dynamic environment	ESSENTIAL		APPLICATION & INTERVIEW
Sound judgement, vision, flexibility and great communication skills are essential along with	ESSENTIAL		INTERVIEW

interpersonal, influencing, analytical and leadership skills.			
Experience			
Experience of different strategic analysis techniques for example SWOT, PESTLE, Five Force Analysis etc. in complex stakeholder environments	ESSENTIAL		APPLICATION & INTERVIEW
Experience of modelling techniques/ notations such as UML, Use Cases, Entity models, Data and Information Models, Process Models/ Swim Lane diagrams etc.	ESSENTIAL		APPLICATION & INTERVIEW
Experience of working within a technology enabled business change lifecycle/ framework	ESSENTIAL		APPLICATION & INTERVIEW
Experience of performing Business Analysis within a software development approach e.g. Waterfall/Agile	ESSENTIAL		APPLICATION & INTERVIEW
Experience at operating with a high level of autonomy	ESSENTIAL		APPLICATION & INTERVIEW
Experience of working in a similar environment as a Business Analyst / Systems Analyst	ESSENTIAL		INTERVIEW
Qualifications			
Educated to degree level (or equivalent through demonstrable experience)	ESSENTIAL		APPLICATION
BCS BA qualifications e.g. BCS diploma is desirable		DESIRABLE	APPLICATION

9. Special Features	
Jobholder Signature:	
Manager Signature:	
Date:	