

## **Role summary**

The senior business analyst's role is to support the lead business analyst to ensure a smooth and effective running of the team taking charge of projects in line with the agreed quality assurance process in place

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## **Role definition**

**Job Title:** Senior Business Analyst

**Reporting to:** Lead Business Analyst on a day to day basis and ultimately to the Head of Information Systems

## **Responsibilities**

- Assist the lead business analyst in evaluating the business needs required to support key business goals and produce a definition of the high-level business requirements and its priorities
- Contribute to the development of costs, benefit, and risk analysis
- Actively engaging in the improvement of business process models for the successful delivery of business outcomes
- Follow guidelines for management of business process maintaining appropriate current-state and future-state business process documentation
- Actively challenge business requirement requests to ensure exact needs are met and fit within the long-term goals of both IT and the business
- To assist the lead business analyst in the research and development of the business and requirements analysis methodology
- Work with internal and 3rd party development teams to support them in constructing relevant solutions and defining appropriate testing methods
- To understand and define the business benefits for each project, and how they align to the technology strategy
- To assist in the definition of quality across the project, ensuring that they align to agreed business outcomes
- Validate project deliverables to ensure they align to agreed business outcomes
- Provide effective communication to senior stakeholders and programme owners
- Regularly report on progress to the lead business analyst
- To contribute, or otherwise to assist, as required

## **Qualities and skills required**

- Proven track record in delivering successful implementation (at least 3 different business critical software)
- Able to demonstrate ability to undertake the above responsibilities
- Capacity to understand system architecture
- Ability to find best practice solutions to complex issues
- Experience in an AGILE working environment
- Proven experience in analysing business processes

- Sound technical awareness including MS Windows, networking, and communications
- Set and maintain high standards for customer service, timely delivery, and excellent communication
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Methodical, accurate and consistent attention to detail

### **Desirable**

- IT Infrastructure library awareness (SQL, Azure etc)
- Experience in using DevOps
- Experience in one or multiple of the following applications: Salesforce, Sharepoint, Powerapps, Newforma, DocsuSign, Open asset, Office space, Fresh Service
- Empathy with a creative environment
- An appreciation and commitment of the business and of the Practice, with a creative environment

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

November 22