



# Job description

## Business analyst manager

### **A Basic details**

Location: Bryer Ash  
Reporting to: Group transformation and people director  
Team: Transformation and People  
Responsible for: Business analysts

### **B Job summary**

The purpose of the role is to lead the business analyst team ensuring that transformation projects & change are prioritised to ensure maximum business benefit, do not conflict with each other or have negative unintended consequences.

Provide a specialist service that delivers, process transformation, configuration and testing of software and systems utilised across the group. To ensure that modules and software provide maximum benefit to our customers and the organisation.

The business analyst manager will utilise continuous improvement methodology to identify and support improvements and maintenance of processes and system documentation working collaboratively with other superusers and the ICT team.

The business analyst manager will monitor co-ordinate and lead on the prioritisation of functional and non-functional business requirements through the SDLC process. Working alongside the solutions development team and development partners to define, design, test and deploy business improvements.

The business analyst manager will monitor co-ordinate and lead on UAT for all relevant systems and processes within their area of expertise. Negotiating with line managers and business analysts to prioritise configuration, process improvement and change activities

The business analyst manager will assist with training needs assessment for staff across the group in their area of expertise. Collaborate with the IT trainer in the design of training, incorporating, classroom, e-learning, training materials and manuals.

The business analyst manager will motivate and engage with people and teams going through change across the business.



## **C Specific tasks and responsibilities**

### **1. Leadership**

- Lead the business analyst team to ensure that there are no conflicts relating to system configuration or process improvements
- Prioritise transformation project and continuous improvement activities to ensure that they link to corporate priorities
- Lead the business analyst team to ensure they work collaboratively as a team and across the business
- Work collaboratively with the with all service managers across the group.
- Carry out all team performance activities, including, but not limited to, 121's, annual evaluation and development reviews.
- Carry out recruitment and selection activities in line with company policy and procedure

### **2. Configuration**

- Ensure that system modules are configured so that the service area, organisation and our customers gain maximum benefit and efficiency
- Use continuous improvement methodologies to process re-engineer group processes
- Process re-engineer existing processes, with teams to ensure measurable improvements, that provide excellent customer service and value for money
- Share knowledge and skills proactively across the business and within the business analyst team
- Support the business analyst team on a day to day basis, providing advice, support and guidance about conflicting priorities
- Use influence and persuasion to guide teams and individuals to the best outcome, especially when they appear uncertain about proposed changes
- Act as change agent and create a buzz about change across the business and within teams
- Attend any relevant user group meetings, report back users' views and make recommendations for module configuration or development, if they fit with corporate priorities
- Work collaboratively with other business analysts, when configuring modules, to ensure the most efficient use of the system as a whole and an awareness of the impact of changes on other processes.
- Conduct regular requirements reviews with business leads and proactively configure and modify our systems to meet the needs of the business and drive efficiencies.
- Monitor and review helpdesk tickets to identify any opportunities for system developments



### 3. Corporate projects

- Attend and actively participate in portfolio board meetings.
- Administrate and oversee BA resource plan, ensuring BA resource for transformation and portfolio projects, sharing this with key stakeholders and the portfolio board.
- Work with programme manager to coordinate BA resources to ensure that corporate priorities are delivered.
- Participate in corporate projects, providing subject matter expertise and business analysis, leading on requirements gathering and user story creation
- Ensure processes affected are mapped and re-engineered as required by the project.
- Report to the executive, head of portfolio and project manager, providing context, data and other additional information to enable key decisions about the direction of the projects and business improvements.
- Assist the project managers and project sponsors to forecast the benefits of corporate projects and ways to measure these.
- Carry out system configuration as required by the project, developing the necessary supporting documentation. Ensure that changes and impacts on other processes are communicated and understood by the rest of the organisation.
- Support and embed changes brought about by projects through defining clear metrics and work with managers to ensure they are tracked, measured and used after the project is complete.
- Work alongside the programme and project manager to ensure all stakeholders and third-party contractors remain engaged, informed and able to work together to deliver common project goals.
- Work alongside the project manager to ensure changes to the project are communicated to stakeholders and fully understood in relation to original objectives and goals, ensuring other teams and processes are not negatively affected by the changes.
- Work with the L&D and comms teams to create work instructions and training materials around existing and new standard operating procedures and help with adoption of changes.

### 4. Training

- Work with the trainer to develop training solutions for all staff.
- Support team managers with the delivery of training to existing staff on all applications within your area of expertise
- Develop and maintain training documentation and materials in line with continuous improvement and process reviews



- Carry out training needs analysis where training is required on linked modules and systems.
- Liaise with the IT trainer and learning and development business partner so that training is incorporated into training plans.
- Support the IT trainer to develop evaluation methods to ensure that training is effective and delivers its objectives
- Liaise with the ICT operations manager and IT trainer to identify potential training based on support desk tickets

## 5. Testing

- Plan and prepare for system upgrades, work with ICT and support the teams to undertake testing. Communicate and train staff on system enhancements.
- Create and maintain a suite of UAT scripts for all critical systems and processes within your area of expertise, including on collaborating with other business analysts in testing linked to common systems, i.e. Microsoft 365 stack
- Use UAT scripts to test any new or altered software working closely with customers and ICT team

## 6. Data analysis solutions

- Maintain process and system documentation in cooperation with the ICT department.
- Monitor processes and procedures within the service area and ensure the team work to best practices. Escalate to ICT when change is required.
- Lead and co-ordinate the resolution of all business process configuration and functional issues in system applications (i.e. QL, Dynamics)– including workflows and communications templates used by the service area, e.g. letters, emails, SMS messages, etc.
- Respond to help desk tickets and deliver solutions to issues to these within SLA requirements
- Assist the ICT team in developing and amending reports required by the service area and take responsibility for tidying the service area's reports.
- Clearly define and quantify business objectives, benefits, costs and requirements to ensure that work is prioritised and performed only when it adds value to the organisation, and that it can be easily and effectively communicated to all stakeholders



## 7. Continuous improvement

- Maintain your knowledge of capabilities of software and make recommendations when new areas of functionality can have a positive impact in the service area.
- Utilise continuous improvement methodologies to identify areas for improvement.
- Support teams to identify opportunities for improvement using continuous improvement methodologies
- Run facilitation sessions to support teams in identifying improvements to processes

### **D Budgetary control**

None.

### **E Flexibility**

The post holder may be expected to work a variety of portfolios of work and may be allocated to any of the service portfolios within Selwood Housing for short periods or on a permanent basis.

No job description can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

### **F Health and safety**

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the company health and safety policy.

### **G Equality & diversity**

All employees must comply with the company equality and diversity policy, ensuring that at all times behaviour is fair and non-discriminatory.

### **H Person Specification**

Please continue to scroll down to view the person specification.



# Person specification

	Essential	Desirable	How evidenced/tested?
<b>Qualifications</b>	Degree level qualification	Prince 2 or equivalent qualification	CV/application
	Relevant Business Analyst Qualification i.e. BCS, APMG		CV/application
	GCSE or equivalent qualification at grade C or above	Lean or other continuous improvement qualification	CV/application
<b>Experience</b>	Excellent commercial/organisational awareness	Knowledge and/or experience of project management	
	People management & leadership	Experience of working in a matrix management environment	
	Change management and continuous improvement	Managing matrix teams or working in a matrix team environment	
	Excellent documentational skills including experience of designing bespoke reports or developing data analysis solutions	Managing change management activities	
	Experience of working in project teams	Experience of managing conflicting priorities	
		Measuring and demonstrating return on investment	
		Driving digitalisation and automation	
		Experience of delivering training	
	Experience of planning and facilitating workshops of varying sizes		
		Experience of designing training	
	Experience of process re-engineering – SIPOC, VSM etc.		CV/application
	Microsoft 365: Microsoft Dynamics	Power Platform (Automate, PowerApps)	CV/application



	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced/tested?</b>
	Microsoft Office Stack DevOps	QL iTrent Networx Great Plains Pimms	
	Experience software configuration	SDLC experience – Agile methodology	CV/application
	Experience of managing user acceptance testing – script creation, managing bugs, issues and remediation.		CV/application



	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced/tested?</b>
<b>Abilities</b>	To motivate people across teams		
	To deliver training on a 121 or group basis		
	Exceptional analytical and conceptual thinking skills including data analysis, report writing and trend identification		
	Identify system issues, take ownership through to resolution		
	Ability to acknowledge when mistakes have been made		
	To make people feel valued and appreciated		
	Use initiative and work under minimum supervision		
	Make decisions autonomously, providing legally compliant solutions that mitigate risk to the organisation		
	Ability to enthuse and motivate people about continuous improvement and change, especially when they are encountering resistance or lack of cooperation		
<b>Skills</b>	Skilled communicator		
	Skilled facilitator with exceptional soft skills, including the ability to speak about technical and business concerns		
	Process mapping		
	Skilled in requirements gathering, definition, business planning data		





	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced/tested?</b>
	analysis, process analysis, business requirements analysis and change management		
	Problem solving		
	Methodical, problem solving, analytical thinking		
	Flexible, able to multi task and prioritise work and manage multiple priorities		
	Influencing skills to encourage others to take your lead		
	Methodical, detail conscious and good organisational skills		
	Excellent communication skills, both verbal and written		
<b>Other requirements</b>			



	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced/tested?</b>
<b>Attitude</b>	Keen to share knowledge and ideas with others		
	Is flexible and willing to adapt approach when needed to get the best result		
	Passionate and proactive about self-learning and development		
	Enjoys learning new software and using it to create efficiencies and make life easier for people at work		
	Team player, accepting others differences and focused on getting the best out of others		
	Professional and credible		
	Customer focused		
	Committed to our values		
	Committed to Equality and Diversity		