ROLE PROFILE

JOB TITLE:	BUSINESS ANALYST

DEPARTMENT:	Group IT

LOCATION:	Theale

JOB DESCRIPTION:	

Role Purpose (Why the job exists and its contribution):

To ensure that the:
- Requirements are documented as what the business is trying to achieve (as opposed to wants – what is the business trying to achieve) are clearly defined through the documentation of the business case, business requirements, business processes and functional requirements
- Business and IT teams have a shared understanding of what is required and why, the business analyst acts as a bridge between business and IT functions
- Proposed solutions meet commercial needs
- Able to document business requirements for any application
- Ability to look at a requirement and offer a solution

Key Accountabilities & Responsibilities:

- Work with business and IT areas to produce and formally present business cases, evaluating potential options and making recommendations
- Commercially astute, able to identify and quantify business benefits / costs arising from proposed changes.
- Define and agree criteria for evaluating options, either for package solutions or in-house developments
- Use knowledge of existing systems & services to develop systems options, and where appropriate use knowledge of the IT marketplace & trends, and external research to extend the options
- Define and agree business requirements, business processes and system requirements with the business, IT and suppliers, probing and exercising judgement to determine the real needs
- Define and cost the systems options
- Establish and maintain good relationships with the business areas, IT areas and suppliers
- Review documents e.g. requirements definitions, business cases, interface specifications, test conditions for completeness and consistency
- Bring together people from different areas to resolve issues and conduct reviews e.g. a post implementation review, a business process
- Define testing and implementation strategies which minimise project risk, minimise support costs and the impact of change
- Define system test scenarios and test conditions and support user acceptance testing
- Provide input to, and if necessary, contribute to technical architecture and systems design
- Contribute to the selection and application of analysis methods, techniques and documentation standards

Scope of role:

- Uses and applies knowledge to generate innovative ideas and to propose fit-for-purpose solutions to customer
- Able with minimal support to produce reports that present findings in an insightful and compelling manner
- In some instances leads part of a development project, e.g. lead the testing phase to ensure adherence to requirements

Key Skills, Knowledge, Experience and Competencies: (i.e. those (including qualifications) required to fulfil role:

- Minimum of 4 years experience in a Business Analysis role
- Understanding of all stages in a development project lifecycle
- Experience in a commercial environment desirable, ideally retail
- Aptitude for complex logical thinking which is effectively harnessed through learned IT techniques and tools
- Aptitude for & experience of applying systems analysis and some business process analysis
- Aptitude for & experience of applying formal analysis methodologies e.g. SSADM, OO, RAD and techniques e.g. Process modelling, Data Flow Diagrams
- Knowledge & experience of IT system capabilities and how they communicate with the end user and with each other
- Knowledge of the IT marketplace & trends
- Knowledge of how IT can be exploited to provide commercial benefits
- Knowledge of current and target systems, processes and organisational structure
- Aware of the architectural context of the IT components
- Able to estimate costs for IT components
- Able to transfer their skills and experience across the IT group
- Communicating to ensure others understanding or to influence or challenge others
- Thinking logically to generate ideas and alternatives
- Motivated to get things done and taking initiative where necessary

Note: For a new entrant to the role
- Minimum of 2 years experience working in a commercial environment, ideally retail
- Aptitude for analysing information and processes
- Demonstrate an understanding of how IT can be exploited to provide commercial benefits
- Communicating to ensure others understanding or to influence or challenge others
- Thinking logically to generate ideas and alternatives
- Motivated to get things done and taking initiative where necessary

4 Key Technical Skills (Assessment Criteria):

TECHNICAL SKILL 1:	Analytical Ability
TECHNICAL SKILL 2:	Business & Commercial Acumen
TECHNICAL SKILL 3:	Improving Business Processes & Systems
TECHNICAL SKILL 4:	Written & Verbal Communication

Key Relationships (Internal - consulted or informed, External - prime business contacts):

Person(s):	Nature:
Systems Account Manager	Line Manager
Delivery Manager	Project Reporting and Control
Project Manager	Project Reporting and Control
Business Representatives	Business Analysis
Team members	Manage delivery/consult and inform