Position description

Position title	*Business Analyst Team Leader*
Group / Branch	*Finance & Technology, Business Technology Services*
Reports to (Title)	*Head of Project Delivery*
Competency level	***People Leader***

Job Purpose

The Business Technology Services branch is responsible for the delivery and support of Information Technology within SE Water. This position leads the team within BTS responsible for the business analyst function. It is a leadership role that reports to the Head of Project Delivery. As well as direct leadership of the team, this position provides indirect leadership and guidance to both internal and external stakeholders.

Key Accountabilities

The Business Analysis team is primarily responsible for business analysis function to actively work on multiple projects within SE Water. The successful candidate will work tightly in conjunction with other project managers, application team and project sponsors / stakeholders at SE Water to ensure projects achieve their original objectives and to make the best use of applications and software to achieve their business goals.

This role has significant impact (and shared responsibility) on the use of Information Technology applications, business solutions, software and services across the entire organisation. Decisions made will affect all staff and will impact on the longer-term use of IT throughout the organisation

- To support the Head of Project Delivery and Projects Lead in the delivery of projects
- This is a 'hands-on' role (50%) as well as a people management role. The 'hands-on' component of the role involves delivering Business Analysis capability on assigned projects as well as managing small to medium sized projects.

- Provide input into the Strategic Planning Process for Information Technology:
  - Researching the external environment of the group, through informal and formal contacts and relationships and market research
  - Communication, both formal and informal with all levels of IT and the organisation
  - Critical and constructive input into IT's business planning process
  - Contribution of ideas, knowledge and experience from involvement in the business

- Monitor and oversee the Business Analyst team, ensuring that resource requirements of projects are met. To deliver projects within quality requirements; on time and within budget to achieve our strategic vision.

- Uplift of maturity and capability of the Business Analysis practice including but not limited to Engagement model, resource management, governance framework, cost modelling, methodology and toolkit and competency models.

- Manage the Business Analysis competency on behalf of SE Water, ensuring alignment with the Project Management, Development and Service Delivery methodologies used by SE Water.

- The Business Analysis Team Leader will be instrumental in capturing detail of the business systems supporting SE Water's business.
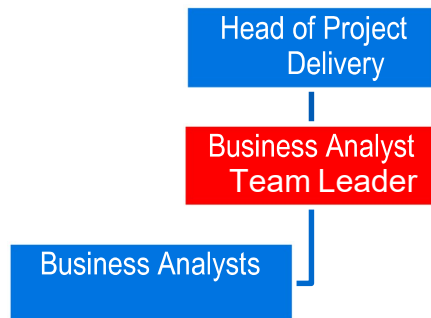
This includes:

  - Identifying existing business processes, improvement opportunities, compliance & audit requirements, system integration needs and business process re-engineering activities.
  - Business requirements specifications, functional specifications, processes/workflows and data capture needs
  - Scope management – defining the scope of the project in terms of functionality to be delivered
  - Integration management – defining system integration points and time management
  - Communication management – communicating to stakeholders of the project
  - Creation of agendas and minutes for project meetings
  - Involvement in contract negotiations as required
  - Management of conflict resolution, project risks, issues and project actions.
  - Mentoring and training of project staff.
  - Plan work and resources to ensure project objectives are met and customer satisfaction is maintained. This must be achieved within the project methodology of SE Water
  - Participate in review of existing SE Water specialist systems, procedures and practice.
  - Demonstrate skills, experience and creativity by identifying and driving system improvements

  - Review and development of user stories and acceptance criteria
  - Weekly project reports / updates
  - Attendance at project related meetings and attendance at weekly meetings
  - Ensure project records and documents are accurate and up-to-date at all times, meeting SE Water quality standards
  - Cater for appropriate change management handling procedures within projects, issue change management requests for approval within the business
  - Ensuring that quality and project budget is maintained and delivered in all projects. Production, maintenance & continual improvement of standards for all aspects of the IT Project Office

Knowledge, Skills & Experience

- Degree-level qualifications in Information Technology or Business
- Written communication – ability to prepare quality technical designs, specifications, user documentation, etc.
- Verbal communication – ability to present and discuss complex technical information; ability to influence others and gain their cooperation
- Research – manage and participate in the research and development activities of the group, with particular emphasis on relevant technology trends, development tools, and enterprise applications
- Financial - provide accurate estimates for planned work including new projects, and change requests. Project budget management
- Customer service – build strong relationships with key stakeholders
- Problem solving – demonstrated ability to diagnose and resolve complex technical problems in the field of software development, and production support of existing commercial and custom applications
- Project Management – participate in projects as an active team member in the capacity of a business analyst; plan and project manage small to medium sized projects; utilise SE Water project management methodology (Waterfall and Agile/Scrum) and tools; manage risks and issues
- Demonstrated ability to manage (plan, lead, mentor, organise) Business Analyst staff in an Information Technology field environment.
- Experience in working with large organisations that support customer, asset or corporate applications
- Utility experience is preferred but not essential
- Strong working knowledge of different project and Business Analysis methodologies
- Ability to manage and run workshops across all levels of the organisation
- Experience in developing business and information technology strategies
- Ability to conduct entity relationship diagramming and data modelling
- Experience in estimating both systems development effort (new developments) and change requests / enhancements
- Experience in both Agile/Scrum and Waterfall methodologies
- Preparing use-cases and data flow diagrams; business requirements specifications, user stories/acceptance criteria
- Complying to risk, audit and compliance practices and procedures
- Understanding of project lifecycles and project methodologies
- Strong understanding of information technology
- Experience with .NET development, Oracle and SQL Server (desirable)
- Developed negotiation and influencing skills
- Significant technical knowledge and user skills relating to Microsoft applications (Word, Excel, PowerPoint & Visio)
- Some experience in project managing small to medium sized projects

![South East Water logo]

Dimensions

Organisational Chart

```
        ┌─────────────────┐
        │ Head of Project │
        │    Delivery     │
        └────────┬────────┘
                 │
        ┌─────────────────┐
        │ Business Analyst│
        │   Team Leader   │
        └────────┬────────┘
                 │
  ┌─────────────────┐
  │Business Analysts│
  └─────────────────┘
```

Number of people managed:
Nine (9)

Size of budget managed:
N/A

Value of Assets managed:
N/A

Value of Assets managed:

Describe the level/type of responsibility the role has over the organisation's assets, both physical and non-physical

Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations none

Compliance management responsibilities outlined in the compliance and obligations register none

Security for Critical Infrastructure identified role: **No**

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.