

Position description

Position title	<i>Senior Business Analyst</i>
Group / Branch	<i>Finance & Technology / Business Technology Services (BTS)</i>
Reports to (Title)	<i>Business Analyst Team Leader</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

This position is responsible for the delivery of business analysis, requirements management and testing services to SE Water stakeholders. This position provides guidance to both internal and external stakeholders.

The Business Technology Services branch is responsible for the delivery and support of Information Technology within South East Water, and is aligned under South East Water's Sustainability strategy.

The Senior Business Analyst is responsible for providing business analysis, requirements management and testing services across projects and IT initiatives/application releases related to delivering application enhancements. These projects or application releases can be internal or external to SE Water. The incumbent will work in conjunction with project managers, application development teams and project sponsors / stakeholders at SE Water to ensure projects and application releases achieve their objectives and to ensure that business requirements are understood and delivered as software solutions that make the best use of application software. The job holder provides services for internal SE Water customers and as required, to other water authorities.

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

This role is responsible for:

- Ensuring that the big picture is considered while dealing with detail that is required to ensure the success of projects and application releases
- Supporting all areas of IT including project managers and application/development teams in the delivery of projects, application releases and development activities
- Working with business stakeholders to prioritise requirements. Provide input on business value and benefits when working on requirements management and scoping of new projects

- Translate business requirements into system solutions. Working with development teams to recommend solutions
- Quickly coming up to speed on business domain knowledge and IT system landscape

Key Accountabilities

Consultancy - SFIA Level 5

Skill: The provision of advice and recommendations, based on expertise and experience, to address client needs. May deal with one specialist subject area, or can be wide ranging and address strategic business issues. May also include support for the implementation of any agreed solutions.

Competency: Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.

Business process improvement - SFIA Level 5

Skill: The identification of new and alternative approaches to performing business activities. The analysis of business processes, including recognition of the potential for automation of the processes, assessment of the costs and potential benefits of the new approaches considered and, where appropriate, management of change, and assistance with implementation. May include the implementation of a process management capability/discipline at the enterprise level.

Competency: Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches. Contributes to evaluating the factors which must be addressed in the change programme. Helps establish requirements for the implementation of changes in the business process.

Methods and tools - SFIA Level 5

Skill: Ensuring that appropriate methods and tools for the planning, development, testing, operation, management and maintenance of systems are adopted and used effectively throughout the organisation.

Competency: Promotes and ensures use of appropriate techniques, methodologies and tools.

Business analysis - SFIA Level 5

Skill: The methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems.

Competency: Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems,

information management, practices, procedures, and organisation change. Applies and monitors the use of modelling and analysis tools, methods and standards, giving special consideration to business perspectives. Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.

Requirements definition and management - SFIA Level 4

Skill: The definition and management of the business goals and scope of change initiatives. The specification of business requirements to a level that enables effective delivery of agreed changes.

Competency: Facilitates scoping and business priority-setting for change initiatives of medium size and complexity. Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence. Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position.

User experience design - SFIA Level 3

Skill: The iterative development of user tasks, interaction and interfaces to meet user requirements, considering the whole user experience. Refinement of design solutions in response to user-centred evaluation and feedback and communication of the design to those responsible for implementation.

Competency: Develops visual user experiences across digital assets (web and other digital channels). Works as part of a team to translate digital concepts into consistent graphical representations under creative direction. Supports the capture of business requirements from clients and users, and translates requirements into design briefs. Produces accessible user experiences, prototypes and final assets. Defines cost effective and efficient digital solutions, proactively resolves technical problems and ensures that technical solutions continue to meet business requirements.

Learning design and development - SFIA Level 4

Skill: The specification, design, creation, packaging and maintenance of materials and resources for use in learning and development in the workplace or in compulsory, further or higher education. Typically involves the assimilation of information from existing sources, selection and re-presentation in a form suitable to the intended purpose and audience. Includes instructional design, content development, configuration and testing of learning environments, and use of appropriate current technologies such as audio, video, simulation and assessment. May include third party accreditation.

Competency: Designs, creates, develops, customises and maintains learning materials and resources to deliver agreed outcomes, and meet accreditation requirements if appropriate. Assists with design, configuration and testing of learning environments, including creation of simulated data, and replication of external systems, interfaces and assessment systems.

Relationship management - SFIA Level 4

Skill: The identification, analysis, management and monitoring of relationships with and between stakeholders. (Stakeholders are individuals, groups, or organisations who may affect, be affected by, or perceive themselves to be affected by decisions, activities and outcomes related to products, services or changes to products and services). The clarification of mutual needs and commitments through consultation and consideration of impacts. For example, the coordination of all promotional activities to one or more clients to achieve satisfaction for the client and an acceptable return for the supplier; assistance to the client to ensure that maximum benefit is gained from products and services supplied.

Competency: Implements stakeholder engagement/ communications plans, including, for example; handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information. Uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.

Knowledge, Skills & Experience

- Degree-level qualifications in Information Technology or appropriate related discipline is preferred
- Business Analysis Certifications will be desirable
- **SFIA Level of Responsibility - Level 5**

Autonomy

Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

Influence

Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments.

Complexity

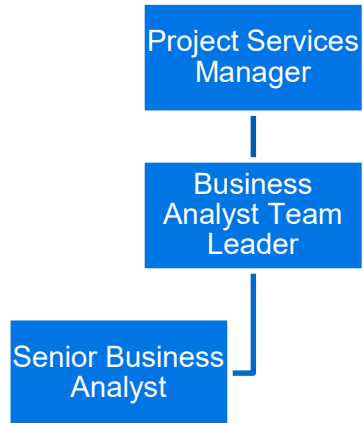
Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.

Business Skills

Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Takes all requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder.

Dimensions

Organisational Chart



Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

N/A