

JOB TITLE: Business Analyst

1 MAIN PURPOSE OF JOB

Facilitating the identification and definition of detailed business requirements, working with stakeholders across the organisation to ensure that business processes are mapped, reengineered, optimised and agreed as appropriate to meet changing business needs and achieve the desired outputs.

2 POSITION IN ORGANISATION

- Reports to the Business Development Manager (see organogramme)
- Accountable to project executives and Programme Board
- Works closely with Corporate Programme Director, Project Managers and ISD staff
- Liaises with stakeholders at all levels both inside and outside the organisation

3 SCOPE OF JOB

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|---|---------|
| • Responsible for the business analysis for specified projects | 55 -70 |
| • Developing and disseminating best practice business analysis skills as required | 20 - 30 |
| • Researching and advising on solutions for business needs | 15 -20 |

4 DIMENSIONS & LIMITS OF AUTHORITY

- Responsible for business analysis (process mapping, diagnosis, and design) to meet changing business needs
- Advise the Head of ISD, Business Development Manager and relevant programme/project board(s)

5 QUALIFICATIONS

- Degree level or equivalent professional qualification
- ISEB Diploma in Business Analysis or equivalent
- PRINCE 2 Practitioner desirable

6 EXPERIENCE

- Extensive experience of working in a professional environment dealing with a wide range of stakeholders, at all levels in an organisation
- Substantial experience of business analysis work in a complex, fast changing organisation
- Excellent interpersonal/cross-organisational skills working at supervisory level
- Understanding/appreciation of web enabling technology
- Must have systems integration experience

DUTIES & KEY RESPONSIBILITIES:**Responsible for the business analysis for specified projects and systems** %
55 -70

- Identify stakeholders and manage their engagement with specific projects and systems, liaising with Business Development Manager and Programme Managers as appropriate.
- Undertake business process mapping, business rules development, diagnosis and design involving all stakeholders and ensuring their ownership of the outputs.
- Liaise with stakeholders and programme managers to ensure that expectations are met and there is effective communication with customers.
- Manage the business buy-in process ensuring alignment of system functionality with key business requirements.
- Gather and document business requirements, ensuring that the scope is clearly defined..
- Assume responsibility for ownership and resolution of all issues related to your work area.
- Plan work in conjunction with Business Development Manager.
- Manage the change control and related configuration management for the process ensuring that all changes are appropriately tested and documented.
- Undertake site visits, as required, to assess requirements.

Develop and disseminate best practice in business analysis skills as required 20 - 30

- Work with the business in championing the value of business analysis and business process methodology in supporting the delivery of business change.
- Establish appropriate documentation and follow procedures for change control, issue and risk management.
- Assist in creating greater awareness among CA staff of the purpose and value of project management standards.
- Mentor project managers and carry out the development of project management skills within the organisation, as required.

Researching and advising on solutions for Business needs 15-20

- Assist in the review of business needs, liaising with stakeholders to identify requirements and preparing reports for project boards and Programme Board Director as required.
- Assist with the assessment and evaluation of alternative solutions from a technical perspective including identifying the costs, risks and benefits.
- Produce requirement specifications as agreed.
- Develop and maintain technical expertise, keep abreast of technological change, assessing and evaluating solutions that could benefit CA from a technical perspective.
- Undertake evaluations of options outlined in the projects' business cases.

Any other reasonable duty as may be assigned that is consistent with the nature of the job and its level of responsibility.

This job description is not prescriptive; it merely outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder.

You will be expected in undertaking the above role to comply with any policies and procedures that Christian Aid may issue.

Person Specification

Abilities

- Communicate positively with colleagues at all levels through written, verbal and visual methods, and provide effective information and documentation.
- Ability to be able to run a number of work streams simultaneously with multiple deadlines
- Acquire knowledge of whole systems quickly, and use that knowledge to provide information, support and assistance to others.
- Prioritise workload within agreed standards.
- Relate well to colleagues at all levels in the organisation and manage change sensitively.

Skills

- An excellent understanding of development principles and the theoretical process behind application design such as Use Cases and Business Rule development.
- Facilitation skills, running workshops and engaging constructively with all stakeholders and project teams.
- Excellent communication skills with the ability to summarise and simplify complex technical subject matter,
- Well organised and methodical with good time management skills
- Experienced user of MS Office and business mapping tools.
- Coaching staff, both one-to-one and small groups, on business analysis techniques.
- Good negotiation skills.

Knowledge

- A good working knowledge of using and producing Entity Relationship Diagrams and Business Process Maps is essential.
- Knowledge of RDBMS knowledge such as SQL server
- Knowledge of PRINCE2 project management methodology or similar

Commitment

- Commitment to provide high quality service to users.
- Must be in sympathy with the aims of Christian Aid as it seeks to express the concerns of the Churches in relief and development and to strengthen the poor.