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| Role Title  | Business Analyst  |
| Function & Dept. | IT Delivery |
| Career Growth Level | Collaborating & providing Technical Knowledge (E)  |
| CGP Descriptor  | Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or Operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity |
| Team  | IT Delivery |
| Reports to | Senior Business Analyst |
| Role Purpose  | As a Business Analyst at SCC, Europe's largest independent IT services group, your role will be instrumental in supporting the organisation's commitment to technology excellence. In the dynamic landscape of our IT Transformation programmes, spanning the next three years, you will play a crucial part in gathering and presenting business requirements for various IT projects. Serving as a bridge between business units, organisational stakeholders, and the solutions/development delivery team, you will liaise effectively to comprehend and document current business operations and future needs. Your expertise will assist in identifying optimal strategies for change, aligning with the organisation's overarching business goals. Join us in shaping the technological future of SCC and contributing to the delivery of top-notch services to our diverse range of medium/large-sized commercial and public sector clients nationwide. |
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| Key Responsibilities  |
| 1. | **Agile Methodology Implementation:** Drive agile working methodologies within the team, identifying and comparing optimal processes and delivery methods. Measure and evaluate outcomes, actively contributing to decision-making on the best approach. |
| 2. | **Comprehensive Business Analysis:** Apply structured approaches to identify, investigate, analyse, and communicate complex business problems and opportunities within defined projects. Ensure a thorough understanding of business requirements and challenges |
| 3. | **Business Modelling Proficiency:** Model various business elements independently, understanding the impact of potential changes on processes, systems, structures, data, and roles. Articulate how these components interact with one another |
| 4. | **Business Process Improvement Leadership:** Take charge in identifying opportunities to enhance business performance within specific projects. Lead the analysis, identification, design, prioritisation, and implementation of process and business changes, contributing to improved operations and services. |
| 5. | **Business Process Testing Expertise:** Apply business analysis and evaluation skills independently to support the design, execution, and assessment of business process tests and usability evaluations within project parameters. |
| 6. | **Requirements Definition & Management:** Identify, analyse, challenge, and validate business and user requirements. Co-ordinate and review the prioritisation of requirements, working under limited supervision to ensure alignment with project goals. |
| 7. | **Stakeholder Relationship Management:** Identify, analyse, manage, and monitor relationships with internal and external stakeholders. Facilitate effective communication and collaboration to ensure project success. |
| 8. | **Systems Analysis Proficiency:** Identify and analyse IT system capabilities, developing models and system requirements for bespoke IT systems or software packages. Ensure alignment with organizational objectives and project requirements. |
| 9. | **Testing Process Understanding:** Comprehend the stages and purpose of testing, actively supporting the use of relevant tools and techniques. Contribute to the overall quality assurance process within the IT projects. |
| 10. | **Strategic Alignment:** Ensure that business analysis activities align with SCC's IT Transformation programs and the broader organizational goals. Contribute proactively to shaping the technological future of the organization through effective business analysis. |
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| Person Specification  |
| 1. | **Educational Qualification:**Hold a degree or possess equivalent experience, demonstrating a solid educational background to support the complexities of the role. |
| 2. | **Proven Business Analysis Experience:**Showcase substantial experience in business analysis, particularly in large-scale business transformation projects. Demonstrate expertise in applying structured business analysis methodologies for multi-million-pound initiatives. |
| 3. | **Microsoft D365 CRM/ERP Proficiency:**Demonstrate hands-on experience with Microsoft D365 CRM/ERP applications, showcasing specific expertise in modules and business processes. Highlight how this knowledge enhances your ability to contribute to technology enterprise platforms. |
| 4. | **Business Analysis Expertise:**Illustrate a strong business focus and extensive experience in business analysis, requirements development, and reporting. Provide examples of how your skills have positively impacted business operations and contributed to successful project outcomes. |
| 5. | **Business Process Mapping and Analysis:**Exhibit expertise in business process mapping and analysis, showcasing your ability to work with people, process, and technology to devise innovative solutions. Share experiences where you have contributed to the optimisation of business processes. |
| 6. | **Methodology Knowledge:**Demonstrate a deep understanding of structured business analysis methodologies and best practices. Highlight your knowledge of requirements definition and reporting methods, emphasising your ability to contribute effectively to SCC's IT Transformation programs. |

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| Key Competencies |  | Level  |
| 1. | Communication Skills | 1 |
| 2 | Data Analysis & Reporting  | 1 |
| 3. | Influencing & Negotiating  | 1 |
| 4. | Facilitation Skills  | 1 |
| 5. | Relationship Building | 1 |
| 6. | Stakeholder Management  | 1 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 1 |
| 2. | Passion  | 1 |
| 3. | Customer First  | 1 |
| 4. | Agility  | 1 |
| 5. | Family  | 1 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | January 2024  | Original  | HR  | January 2024  |