Senior Business Analyst

Department:	**Health and Community Services**
Division:	Improvement and Innovation
Reports to:	Head of PMCO
JE Reference:	HCS1067
Grade:	CS 11 **JE Date**: 17/11/2021

Job purpose

The Senior Business Analyst is responsible for driving strategic business process improvement by reviewing, analysing and evaluating business processes and associated systems. They manage business requirements, user needs and provide recommendations to senior management, enabling the implementation of strategic change initiatives across the organisation.

Job specific outcomes

- Define change objectives through understanding business purpose and objectives: evaluating outputs in order to build business requirements.

- Map business processes, capturing them in workflow charts and diagrams; drive business change by understanding capabilities and writing service specifications.

- Evaluate existing business and service processes, identifying opportunities for improvement and making recommendations to key stakeholders to agree priorities.

- Analyses complex situations and uses evidence, experience and sound professional judgement to develop a strategic understanding of the process and its dependencies and resolve issues where there are conflicts in stakeholder perspectives and priorities.

- Leads the design, implementation and benefits realisation of process related projects to achieve the business' target benefits and develops strategies to engage frontline staff and other key stakeholders to secure their support for the change.

- Advises on evidence needed to support development of solutions so that key project decisions and governance are supported by a sound base of evidence.

- Enhance organisational governance by defining effective process controls and optimise organisational procedures.

- Drive user participation and effective requirements gathering to successfully engage stakeholders from across the organisation through facilitating workshops.

- Report on BA milestones within the project plan to PMO teams to ensure scope is clearly managed and timelines are met, and advance the BA community through the sharing of best practice and mentoring of others.

- Adapt working style to meet multiple delivery mechanisms to ensure successful delivery across multiple methods (including both Waterfall and Agile).

- Lead collaboration between clinical, technical and business (functional) resources to clearly articulate the need for change to ensure user requirements are clearly understood and met by the delivery teams.

- Use a wide range of techniques to model situations confidently and gain the necessary agreement needed from subject matter experts and stakeholders, ensuring they review the results to develop solutions or improvements.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the Government of Jersey core accountabilities, attributes, and behaviour indicators, are to be attached in a separate document.

Person Specification

Specific to the role		
ATTRIBUTES	**ESSENTIAL**	**DESIRABLE**
Qualifications	Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience	
Knowledge	Deep knowledge of Business Analysis frameworks and methodologies, including Agile and Waterfall. Understanding of common business analysis techniques and models	
Technical / Work-based Skills	Detail oriented, analytical and inquisitive Extremely organized with strong time-management skills Visio, and/or similar process-flow tools Use case, Activity, and Sequence/Process diagrams Demonstrable skills analysing data sets. Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Project	
General Skills/Attributes	Ability to impact operations and effect change without being confrontational Ability to work independently and with others Excellent interpersonal skills Ability to build and manage effective stakeholder relationships	
Experience *required by an external body (for example a period of post-qualification experience).*	Experience of Business Analysis in a similar organisation Microsoft Access and/or SQL, or other relation database experience strongly preferred	