**ROLE PROFILE**

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| **Role Title** | **Business Analyst** | **Location** | **Bristol** |
| **Business Unit** | **I.T** | **Job Family** | **IT** |
| **Reports to Role Title** | **Business Relationship Manager** | **Sub Family** |  |

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| **Purpose** | | | |
| The analyst interacts with the business stakeholders and subject matter experts in order to comprehend their problems and needs. They are responsible for the understanding and analysing the business requests, the elicitation and documentation of requirements using the most appropriate framework and methodology. | | | |
| **CORE ACCOUNTABILITIES** | | | |
| * Responsible for the collation of the business requirements to change identified business solutions which provide the required functionality at the required performance. * Responsible for the documentation of any identified required changes, and communicate them to the relevant third parties/colleagues. * Responsible for adhering to and providing feedback into business analysis standards, controls and processes. * Accountable for defining the success criteria of all proposed changes. * Accountable for ensuring transition to production is built into the requirements gathering process. * Collaborate with the Solution Delivery team, to ensure they effectively support the business change. * Collaborate with the Application Support Manager to provide input into the Service Transition Process * Responsible for Continuous Improvement, proactively identify opportunities to improve solution delivery, system effectiveness and opportunities for efficiency improvements. * Provide out-of-hours, and third-line support and management where necessary and appropriate – manage the impact of support on solution delivery. | | | |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** | | | |
| **Internal:**  *IT Management - Collaborates with, influences, informs, provides guidance to*  *IT Business Relationship Manger - Collaborates with, influences, informs, provides guidance to, reports to*  *IT Solution Delivery Manager - Collaborates with, influences, informs, provides guidance to*  *IT ERP (Technical) Design Authority – Collaborates with, sets targets with, provides direction with*  *IT Application Support Manager - Collaborates with, sets targets with, provides direction with, provides guidance to*  *IT Solution Delivery Team – Collaborates with, set targets with, provides direction with*  *Project Managers - Collaborates with, reports to, provides guidance to, set targets with*  **External:**  *IT Suppliers – collaborates with, provides guidance to*  *Business Suppliers - collaborates with, provides guidance to* | | | |
| **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |
| **ESSENTIAL:**  *Proven business analysis experience within an FMCG or Wholesale environment with a track record of delivering successful implementations within the full software development lifecycle using structured frameworks and methodology’s*  *Strong experience in business process re-engineering, analysis, user requirement gathering, gap analysis, cost benefit analysis, workshop facilitation & business case development*  *Proven experience of both testing and testing management across multiple platforms, transactional, reporting, integrated and interfaced, ideally ERP platforms.*  *Analysing existing processes to understand the impact of a change on current business operations*  *Understanding of different requirement gathering techniques and collaboration tools*  *Proven experience of interacting collaboratively within solution delivery teams.*  *Good business acumen (including good understanding of internal and external markets and best practice) and strong commercial and financial awareness to exploit IT for a competitive advantage*  *Demonstrates a strong attention to detail as well as a creative mind to support both solution design and problem solving.*  *and building business relationships, building and inspiring trust in IT, influencing, constructively challenging points of view,*  *Demonstrates strong communication and presentation skills across all platforms of communication, adapting style and content for different audience.*  *Demonstrates strong interpersonal skills Excellent at relationship building skills, experience of influencing and effective collaboration with IT and Business Teams, strong stakeholder management*  *Open-minded and flexible to working with a range of different delivery methodologies across the Agile-Waterfall spectrum*  **PREFERRED:**  *Good understanding of the ITIL Framework*  *Hold or working towards a recognised Business Analysis qualification (e.g. BCS Diploma)*  *Experience of working in Waterfall and agile project environment (ideally but not limited to Scrum)* | | | |
| **PROFESSIONAL QUALIFICATIONS & EDUCATION** | | | |
| **ESSENTIAL:**   * *Degree level qualification, or experience of working in a Business Analysis/Solution Delivery environment.*   **PREFERRED:**   * *ITIL Foundation* * *Project Management e.g. PRINCE 2* * *BCS International Diploma in Business Analysis* * *BCS Certificate or Foundation Certificate in Business Analysis* * *BCS Certificate in Requirements Engineering* | | | |
| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** | | | |
| Influencing and Negotiation, Leadership, Mentoring, Analytical, Objective, Strategic, Conceptual Thinking, Planning and Organisation, Customer Focused. | | | |
| **VALUES REQUIRED** | | | |
| Integrity, Trust, Honesty, Passion, Excellence, Togetherness | | | |
| **BUSINESS SPECIFIC REQUIREMENTS (Optional Section)** | | | |
| **OPERATING ENVIRONMENT & CONTEXT:**  **TRAVEL & OTHER REQUIREMENTS**  Nationwide travel is requirement of this role. Not only visiting other Groups offices and depots but also meeting attendance at supplier and customer locations.  Full Driving License | | | |
| **ROLE DIMENSIONS** | | | |
| No of Direct Reports | 0 | Financial Impact (Direct) |  |
| Total Team Size | 2 - 15 | Financial Impact (Indirect) |  |
| No of Locations | Multiple | Other/ People Manager (yes/ no) |  |

Back Office Use only:

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| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |