



ALLPAY LIMITED
JOB DESCRIPTION

Owner	HR Manager	Date Created	27/06/2019
Classification Level	[Classification Level]	Template Version	[Template Label]

1. JOB IDENTIFICATION

Job Title: Senior Business Analyst
Responsible to: Business Analysis Manager
Department(s): Project Management Office

2. JOB PURPOSE

Provision of professional and structured Business Analysis services to all aspects of the allpay business.

To facilitate changes to allpay's existing product suite, but also to support the investigation and feasibility of new business innovations.

To participate in allpay's change process, including business case preparation, requirements elicitation and enhancement of feasibility studies.

To act as customer proxy throughout the project lifecycle; understanding business needs and translating them into business requirements.

To work with the business to deliver Organisational Change.

To be empowered to make the correct decisions on behalf of the product owners, by truly understanding the business requirement and to advise and guide the project team.

To own the business requirements from conception to delivery.

To bridge the gap between business and all IT departments, with the ability to communicate effectively at both levels.

To communication the need and reasons for change to stakeholders of all projects.



3. DIMENSIONS

Proactively initiate, develop and maintain effective working relationships with sponsors, stakeholders and team members.

Projects will involve local and wider organisational change management, including people, process and system change.

Projects involving systems include those that process billions of pounds worth of transactions per year, used internally and externally by 300 staff, 800 clients and 5 million customers.

Working alongside and within project teams using agile and waterfall methodologies.

It may be necessary to work on multiple IT and business projects at a time, including some Business As Usual (BAU) tasks.

Deputise for the Business Analysis Manager as required.

Management and development of team to include coaching, mentoring and delegation where relevant. Responsible for performance management of team.

Adopt a continuous improvement approach and work with stakeholders to develop streamlined, high quality and efficient processes.



4. KEY RESULT AREAS

Line management of a team including undertaking meaningful conversations , participation in recruitment and undertaking 1-2-1s.

Provide direction, feedback, coaching and personal development to build the capability of the team.

Provide analysis for business case development to feed the programme; present both qualitative and quantitative analysis; drivers, benefits, costs, ROI, risks etc.

Elicit and document requirements using industry standard techniques; interviews, workshops, surveys, site visits, business process descriptions, scenarios, task and workflow analysis.

Critically evaluate information gathered from multiple sources and be able to reconcile conflicts.

Be able to decompose high-level information into detail; be able to summarise from low- level detail.

Be able to reverse engineer systems to understand the detailed working of existing system functions and operation.

Drive and challenge needs and assumptions.

Strong analytical skills with the ability to translate business needs into system requirements.

Excellent stakeholder management skills including understanding and managing expectations (client and internal) so they either are met or exceeded by the Project delivery.

Excellent verbal and written communication skills and the ability to interact professionally with all levels of stakeholder including at director level.

To be the conduit or 'customer proxy' between the customer and the project teams.

Own the backlog refinement process and coordination of backlog priorities.

Document requirements and present recommendations to CAB.

Document the change process and associated processes to demonstrate the benefits of change.

Develop requirements specifications according to department standards and be able to present back for understanding and approval.

Document Non-Functional requirements in line with operational needs and future growth.

Collaborate with Agile teams and subject matter experts to establish the technical vision. Be able to manage design and performance trade-offs, without losing sight of business needs.

Coordinate requirements from different stakeholders in line with product roadmaps and business needs.

Anticipate and plan for the business needs before they arise and present options and recommended solutions to the project teams and senior management.

Work closely with Quality Assurance to identify acceptance criteria and Solution Architects to understand underlying design principals.

Facilitate regular feedback opportunities with stakeholders throughout the project lifecycle.



Understand the requirements from the allpay compliance and IT security team.

Critically evaluate information gathered from multiple sources and be able to reconcile conflicts.

Support in the handover for projects to BAU.

Effectively use the tools and standards prescribed by the Analysis team, but look to continually challenge and improve them.

Promote the Business Analysis services to all aspects of the allpay business.

Provision of a consistent approach to business, systems and change analysis and documentation output.

Provision of well-controlled and documented procedures for management of all aspects of the Change Analysis process.

Enabling allpay business requirements to be delivered in a strategic manner function within allpay.

The ability to work as part of a team and under their own initiative, this position requires a high degree of autonomy and the ability to be pro-active in meetings.

Conscientiously follows through on commitments.

Demonstrate resilience under ambiguous or demanding circumstances.

Act as Workstream Lead on multiple projects simultaneously.

“The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post”.

5. ADDITIONAL KEY DUTIES

Drive the Centre of Excellence to continuously improve and best practice skills.

Champion the Agile methodology framework.

You will expected to provide ad-hoc out of hours additional support during a major incident (Severity 1 or 2) where the business need demnds it.

In business areas where regular issues will occure, you may be expected to form part of an out of hours rota system.

At the time of a major incident, you may be asked to perform an emergency job role away form your regular role. This will be led and managed by the incident manager at the time of the incident until such time where the incident isdemmed by the incident manager to be over. You will not be expected to do both duties during that time, however, the new role may be significantly different from your regular role.



6. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

Proven experience working as a Senior Business Analyst within a software delivery environment.

Experience of managing and developing a team.

Proven experience of working with Business and IT Portfolios.

Proven experience of acting as a Workstream Lead on both medium and large scale projects with high business impact (Business Transformation Projects).

Proven experience of industry standard Change Analysis techniques, with a proactive approach to change and change initiatives.

Proven breadth and depth of experience of industry standard Business Analysis techniques, with a proactive approach to requirements elicitation.

Experience of Agile methodologies.

Effective business case analysis and presentation.

Proven facilitation skills and strategic thinking.

Effective requirements elicitation and documentation skills.

Excellent critical thinking and analytical skills; can think outside the box and challenge perception and understanding.

Demonstrable ability in active listening, advanced communications and influencing decisions.

A proactive approach to conflict resolution.

Ability to present solutions to all levels of stakeholders; both technical and non-technical.

Positive attitude to change and the ability to respond to changing priorities.

Strong time management skills with the ability to multi-task and meet tight deadlines under pressure.

Engaging, motivated and self-organised.

Experience working in a financial services industry, an advantage.

Relevant degree or professional qualifications (e.g. BCS International Diploma in Business Analysis) or Change Management, an advantage.



7. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at 04 Dec 2020

Date:

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: