

Business Analyst

Essential skills

- **Communication:** Excellent communication skills across a range of channels and audiences - must be able to discuss complex issues in a plain and concise manner.
- **Facilitation and Elicitation Skills:** Must have facilitation techniques to manage stakeholders at all levels in meetings/workshops and to accurately record agreed outcomes and ensure follow-up activity is tracked and completed
- **Visual Modelling:** The ability to translate complex ideas and concepts into straightforward and simple to understand visual outputs
- **Documentation / Specification Skills:** the ability to clearly articulate technical and non-technical solutions and designs to a variety of technical and non-technical audiences
- **Interpersonal / Relationship Skills:** - Must have good interpersonal skill and the ability to listen, question and interpret stakeholder requirements and build on-going relationships.
- **BA Tools and Techniques:** - Experience of process mapping, data modelling, system modelling, requirements specification (User Stories, Functional Specifications)
- **Tools:** - Desirable to have experience of requirements management tools such e.g. MIRO, Visio, must have experience of MS Applications

The role

As a Business Analyst you will work with our business departments and their customers to understand and support the delivery of their strategic outcomes. The scope of the role spans people, process and technology, and work will be undertaken as part of a project delivery.

You'll need to understand the current situation, identify future needs and create solutions to help meet those needs, usually (but not always) in relation to information and software systems.

You will also play a key role in communicating between the internal team and external parties, acting as a 'translator' where necessary to convey how information technology can support the needs of the business.

You will have experience across the change life cycle and be familiar with different change delivery and business analysis approaches and instinctively know which to use, or how to blend them for optimum business benefits or value.

What your responsibilities will be

- Understand the business drivers, and customer goals and objectives and desired benefits from the change.
- Gathering, identifying, prioritising, and documenting business requirements.
- Simplifying requirements, so they are easily understood across the whole team.
- Identifying costs and business savings.
- Implementing, testing and deploying solutions to business problems.
- Supporting business transition and helping to establish change.
- Creating functional specifications for new systems and processes.
- Helping to determine how to appropriately test new functionality.

Qualifications and Experience

- Experience as a hands-on BA on IT and Change programmes throughout the full project delivery lifecycle.
- Experience in a variety of elicitation, analysis and presentation techniques
- Experience of strong client and stakeholder management
- Experience in Waterfall, Iterative and Agile frameworks
- Business analysis accreditation (desirable)