



Job Description and Person Specification

Job Title:	Business Analyst
Department:	Business Improvement and Change
Section:	Business Improvement, Change and Technology
Grade:	PROF/SPEC
Responsible to:	Business Analysis Manager

Purpose of the post:

To partner across the Group to provide business analysis and improvement expertise and input into Business and IT projects, business improvement and change activities. Bringing a structured and organised approach to the Group's continuous improvement activities you will help to shape and transform our services for our customers, colleagues and business partners. Providing valuable insights and trends to Identify and define the solutions that will maximise the value delivered.

Main Duties and Responsibilities

- Responsible for the delivery of a portfolio of business analysis and improvement activities in relation to both end to end project and business as usual work.
- Provision of business analysis expertise using the most appropriate tools and methodologies as needed:
 - Work effectively with business stakeholders to identify and document clear problem statements.
 - Assess and implement the most appropriate approach and tools to be utilised as part of any exercise.
 - Process re-design - document and review both the 'as is' and the 'to be' processes to help shape services that meet our customers and business needs and help to design end to end (E2E) solutions.
 - Support in the creation and development of user stories and capture business requirements.
 - Ensure all perspectives are captured as part of any process including "happy" and "unhappy" paths.
 - Work closely with cross functional teams and facilitate discussions to elicit information as required to achieve the overall goals.
 - Prepare and deliver reports and feedback (verbally and in writing) of key findings for key stakeholders.
 - Support the implementation of the agreed solution by participating in user acceptance testing.
 - Complete lessons learned / feedback activities to improve future ways of working.
- Use data to support decision making through all business and improvement activity – focusing on the "problem" to be solved.
- Collaborate closely with key stakeholders from across the business including IT, project and change management resources to ensure timely delivery of activity to plan.



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- Have a deep understanding of what is important to our customers, colleagues and business partners in relation to the activity being completed.
- Offer constructive challenge in relation to current processes and ways of working ensuring the future state reflects industry and technology best practice.
- Aligned to the corporate strategy proactively identify areas for business improvement that improve customer experience, value for money and realise commercial benefits.
- Embed and facilitate a One Gentoo approach through collaboration and cross-business working.
- Remains current in relation to business analysis and improvement best practice and evolves the Groups approach, tools and techniques based on this and organisation maturity.
- Provides coaching as needed in relation to the Group's business analysis approach to increase colleagues awareness and capability.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.



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This Person Specification lists the essential skills, attributes and experience that are necessary in order to successfully carry out the job. **Please illustrate on your application form how you meet the requirements of the post.**

Experience

- Experience in a Business Analyst role within a highly regulated industry.
- Experience and understanding of a range of business improvement / analysis tools, frameworks and methodologies:
 - Lean Six Sigma
 - Prince 2 Project Management
 - ITIL

Skills

- Demonstrably strong business analysis and problem solving skills
- End to end business process mapping of 'as is' and 'to be' processes to support both technical and non technical change
- Strong analytical skills with the ability to interpret complex data and provide actionable insights to support business decision making
- Strong KPI understanding - measuring success and demonstrating return of investment from a commercial and business perspective
- Ability to collaborate with key stakeholders across the business in an engaging and supportive way, providing constructive challenge where needed.
- Excellent written and oral communications

Attributes

- Ability to multitask and manage multiple priorities
- Ability to communicate with both technical and non-technical stakeholders
- Process focused using data to drive decision making

Cultural Values

- We care about people
- We take accountability
- We shape the future
- We bring leadership
- We deliver

Group Responsibilities

The post holder will act as an ambassador for Gentoo Group.

The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must at all times comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.



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The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day to day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.