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| **Role Title:** | BTS Business Analyst |
| **Report to (title):** | Head of Project & Programme Delivery – BTS |
| **Function/Department:** | Business Technology Services (BTS) – PMaaS Resource Pool |
| **ABF Business Technology Services Overview** |
| Business Technology Services (BTS) works across the major divisions of ABF, helping our businesses to thrive through the provision of world class Technology infrastructure, support, and delivery of new technologies to support the achievement of company strategic outcomes.  |
| **Role Summary** |
| This is an exciting time to join the BTS family. Our Global Delivery function is maturing its approach and linking to our BTS vision & strategy is launching a new service called ‘PMaaS’ (Project Management as a Service). This new service will operate as an internal consultancy offering project and programme based professionals across ABF through an assignment based model. This will see resources assigned out of BTS’ central PMaaS pool to other ABF Businesses to work on strategically important business change technology projects and programmes. The Business Analyst plays a role in formulating and supporting the delivery of strategic business change initiatives undertaken through the assigned business Portfolio. They work in partnership with business leaders and other stakeholders, deploying expert business analysis skill, broad business knowledge and specialist expertise to create strategic solutions that provide significant business benefit, against the backdrop of a robust business case and appropriate level of risk. They, along with the Project & Programme Managers, shape the structure of the business change and form part or manage the Business Analysis work stream. They remain engaged throughout development and implementation to manage requirements change, validate the solution, and prepare the business for implementation.  |

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| **Role Responsibilities/Accountabilities** |
| * Engagement across one or more strategic, £m+ business change programmes and projects.
* Develop macro level changes to business process and organisation structures to deliver significant performance improvement and business benefit.
* Development of the initial project concept, elaborating the primary business objectives, clarifying the scope and impacts of the proposed change and identifying the initial risks, issues, assumptions and dependencies that affect the successful outcome of the project.
* Orchestrate the construction of robust business cases for complex business change initiatives. Challenge suggested benefits, translate intangible benefits into tangible benefits and identify additional benefits to maximise extracted value of the proposed change.
* Collaboration with senior management and other key stakeholders to capture, evaluate, challenge and prioritise business requirements.
* Ensure Requirements can be translated into functional / non-functional using best practice methods.
* Collaboration with Senior Business Managers, Solution Architects and Project / Programme resources to identify the best solution options and the structure by which they will be delivered.
* Assess the impact of strategic changes, including alterations to organisation structure, working conditions and practices. Ensure compliance with internal and external standards and requirements such as audit standards, data management standards, industry processes and legislation.
* Present proposal material to executive project boards, key stakeholders and the project team, including strategic partners and third-party suppliers.
* Undertake a role in support of RFI and ITT activities associated third party acquisition of products and services, including the development of evaluation score card and appraisal of provided submissions.
* Plan and structure the business analysis work stream, ensuring adoption of best practice standards and analysis products.
* Review solution designs, test strategy and business procedures to ensure consistency with the defined solution
* Support business acceptance of developed solutions, including process and system walk through along with business acceptance testing.
* Provide consultation to the design of the cut over and implementation activities, including data migrations and training.
* Work to develop the capabilities of the BTS PMaaS service, promote continuous improvement and knowledge sharing across all resources. Share best practices and develop the members of the business analysis practice within the PMaaS service.
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| **Working Pattern & Location** |
| * This role is a 37.5hour week Monday – Friday
* This will be a hybrid role, with a mix of home working plus travel to Central London / Peterborough on regular basis – up to 2 / 3 days a week.
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| **Experience, Knowledge, Skills & Attributes** |
| **Essential** | **Desirable** |
| Experience of working in a federated geographically widespread environment assigned to one of more projects & programmes as a business analyst. | Ability to act with diplomacy across a varied and demanding C Level & C Level minus one stakeholder group |
| Experience of developing business cases for large complex business change programmes, including financial and numerical modelling and appraisal skills. | Experience of RFI and ITT activities, including the creation and use of an evaluation score card.  |
| Experience of engaging end users, ensuring required business readiness activities are well planned to ensure maximum end user adoption and satisfaction. | Diploma in Business Analysis (ISEB, BCS, et al) and or IIBA qualifications desirable. |
| In depth knowledge of business process analysis and design techniques, including the use of modelling and collaborative tools. | Comfortable with ambiguity and shaping project blueprints with minimal input / direction set by senior leadership |
| Extensive knowledge of Business Analysis standard methods and techniques, with the ability to select the appropriate approach for a particular assignment. | Experience of operating within federated environments or within an IT Service Management Provider / consultancy organisation. |
| Demonstrates excellent communication, presentation and written skills, with relevant experience of dealing with senior executives, business managers & third parties at a strategic & operational level. | Solid understanding of and demonstrated experience in using appropriate tools: Microsoft Project, Visio, PowerPoint, MS Excel, and the other MS Office Tools |
| Strong workshop facilitation and interview skills, including negotiation, influence, mediation and conflict management skills | Experience of treasury system implementation or upgrade project(s) |
| Strong communication skills, both verbal and written. Able to convey information to a varied audience in user-friendly language. Strong interpersonal skills including collaborating and team building | Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence |