**Role Profile**

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| **Job title:** | Business Analyst - People | | **Level:** | Team Contributor |
| **Reports to:** | Project Manager | | **Type of role:** | FTC |
| **About The Role** | | | | |
| An exciting opportunity to join the Digital Strategy Programme and be part of shaping the future solution strategy to support the Delivery, Finance and People business functions. This programme will focus on combining people, process, data and technology to create an overarching operating model for each of our core business solutions. This role will sit within the People workstream of the wider programme.  Key areas of focus will be as-is and to-be business process mapping, user story creation, requirements documentation, benefits identification, being a key part of the request for proposal procurement process, and supporting the implementation of the recommended strategic solution(s).  The role will report to the Digital People Strategy Project Manager and is a business-facing role, where the individual must be comfortable dealing with business stakeholders, SMEs and end-users. | | | | |
| **Key Responsibilities** | | | | |
| * Collaborate with internal customers to document and prioritise new business requirements, whilst also working with colleagues across the wider programme and the Digital & Data team to transform these requirements into fit-for-purpose solution designs for implementation. * Elicit requirements and their accurate prioritisation using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis and task and workflow analysis. * Develop, own and obtain business sign-off of the Functional and Non-Functional Requirements Specifications. * Liaise with IT project teams to communicate business priorities, translate business requirements into technical requirements and identify appropriate solutions. * Negotiate innovative business solutions that satisfy customer needs, are consistent with architectural guidelines, and conform to security standards. * Support the Data & Intelligence team by obtaining confirmation and clarity of business requirements for data visualisations/dashboards being developed, where required. * Work with multiple stakeholders to assess the impact of proposed solutions, facilitate deployments and minimize disruption to services * Develop and own user stories and acceptance criteria for all agile development. * Support backlog refinement and lead backlog refinement when required. * Support test leads in user acceptance testing. * Critically evaluate information gathered from multiple sources, reconcile conflicts, and decompose high-level information into details. * Design and specify workflows, approval processes, and validation rules based on internal stakeholder requirements. * Produce process documentation using standard BPMN. * Develop as-is and to-be process maps and use industry recognised process improvement techniques, such as Six Sigma, to identify and propose opportunities for improving processes. * Develop acceptance criteria for testing in consultation with customers and to the standards required by the testing team. * Be an active member of project teams, working effectively in a matrix management environment and reporting into the project manager for project-related activities. * Work across multiple projects when required. * Act in a Project Co-ordinator capacity when required, e.g. assist with progress-reporting; assist in the enforcement of project deadlines and schedules; ensure issues are identified, tracked, reported on and resolved in a timely manner. * Forge a strong working relationship with the project manager, deputising in meetings where required. * Participate in each stage of a project, ensuring the original requirements are tracked through to delivery and end user acceptance. * Prepare (and deliver where required) informative, well-organised presentations and contribute to business cases. | | | | |
| **Knowledge, Experience and Skills** | | | | |
| **Experience** | | **Capabilities (skills/behaviours)** | | |
| * Experience of working on previous HRIS, Human Resources, or Human Capital system implementations * Experience of managing stakeholders at all levels of seniority and facilitate workshop to gather required information * Experience of producing and managing clear and qualified requirements and specification documents from undefined and unstructured information * Experience of documenting logical as-is and to-be processes * Experience of working within technical project teams as a Business Analyst. | | * Analytical thinking acquiring understanding of a problem or situation by breaking it down systematically into its component parts and identifying relationships between these parts * High attention to detail applying quality standards to all tasks undertaken and ensuring that nothing is overlooked * Highly self-organised with ability to multi- task * Ability to work with business stakeholders and software vendors to identify potential solutions to meet business requirements * Ability to take the lead and to act autonomously. * Strong written and verbal communication on all levels * Experienced in use of MS Office * Analytical, logical, structured, creative, * and innovative approach to solving problems | | |
| **Knowledge** | | **Qualifications** | | |
| * Knowledge and application of principles * of project life cycle and SDLC * Knowledge and application of UML, Use Cases, User Stories, Business Process Modelling, BPMN and Change Management * Systems/Technical * application knowledge * Integration/Interface specification writing * Proficiency with technology, including Microsoft applications, including Visio * Good understanding of Microsoft Azure platform and associated technologies. | | * Degree in analytical subject or equivalent   level of experience of working at required level in specialist area   * Demonstrable experience as a Business Analyst | | |

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| **Performance Standards** |
| The performance standards outlined here describe the expectations for all senior leaders regardless of functional accountabilities. |
| **Managing performance:** |
| * Accountable for ensuring functional adherence to performance processes and timescales * Set annual goals and ensure goal alignment with corporate and directorate scorecards * Monthly progress reviews and feedback * Mid and year-end reviews * Performance calibration to ensure individual performance assessment reflects organisational performance |
| **Managing budgets:** |
| * Accountable for managing functional budget and delivering within budget and cost transformation targets * Annual forecast and phasing * Monthly budget review * Reforecast budget as required |
| **Talent and succession:** |
| * Identify and develop high-potential colleagues able to develop towards business-critical roles * Support management and leadership development of all colleagues in leadership roles * Develop successors to own and other key roles to build bench strength and resilience * Encourage talent to build breadth of experience outside of own function * Champions diversity and leads inclusively |
| **Colleague engagement:** |
| * Support the careers and development of all colleagues * Hold regular team meetings to share organisational updates and discuss priorities * Encourage participation in Your Voice surveys * Agree and implement colleague engagement action plans, using the Your Voice platform to record and track actions * Recognise good work through formal and informal channels * Listen to colleagues and give them opportunities for their voices to be heard * Shape roles to provide meaningful work |
| **Communication:** |
| * Ensure key messages, including those from outside functional area, are effectively cascaded to team/s and all communication channels are used effectively * Communicate change positively and facilitate conversations to give team/s the opportunity for two-way dialogue * Owns and confidently manages difficult messaging as well as good news * Produce quality papers, briefing packs and updates for Exco, committees and the Board as required |
| **Cultural Tone:** |
| * Role model and recognise the positive use of the NHSPS values and behaviours * Champion smarter working and creates team charters * Develop teams in line with engage and enable principles * Promote the NHSPS culture through using appropriate language, symbols, and signs * Challenge culturally inappropriate behaviour |