

Job Description
NHS Professionals Ltd

Job Title	Senior Business Analyst
Grade	
Location	Hemel Hempstead (Ability to work Hybrid)

Role

NHS Professionals are undertaking an unprecedented transformation across their organisation and our Business Analyst function plays a fundamental role in this exciting programme.

This is a senior position and carries the responsibility of ensuring that the application systems employed within the business are defined, understood and that agreement is obtained for the development and implementation of innovative technology solution. You will contribute to a highly effective team, ensuring that all IT Solutions satisfy business expectations through the identification, documentation, and implementation of clearly articulated requirements. The role will involve working closely with the business functions and 3rd party providers to help identify and design new processes. You will deliver leading edge, robust and customer focused propositions that will employ best practice design and provide operational excellence. You will contribute to the continuing development and delivery of the IT Plan, Vision and Strategic Transformation Agenda.

Responsibilities

- Produce current (As-Is) / future (To-Be) Processes, Business Requirements, Functional and Non-Functional Requirements, Use Cases, Target Operating Models (TOM), Gap Analysis, Impact Analysis, Risk Assessment, Risk Mitigation
- Have a comprehensive understanding of complex business processes from an IT standpoint so as to develop and/or recommend solutions or improvements to those processes.
- Work with the Business and IT to ensure customer requirements are planned and executed in a timely and professional manner and that all systems changes are in line with the overall IT and development strategies
- Work with the business to ensure process maps are well defined and using business analysis techniques, identify opportunities that could bring substantial / transformation change
- Champion and adhere to project governance processes and procedures, focusing on continuous improvement and best practice principles
- Liaise with other teams to ensure key dependencies are identified, managed, solution agreed and communicated to stakeholders as appropriate
- Contribute to the development and evolution of business analysis methods and tools
- Analyse statistics, impact of change to service development and interpret policy guidelines.
- Provide representation both in person and through provision of information to key meetings and project boards
- Project manage enhancements and developments to ensure maximum benefits are realised
- Manage requirement capture, analysis and system design within both Waterfall and Agile environments and the SDLC and Agile development projects
- Identify and monitor KPI's and SLA's and subsequently measured against pre-defined metrics
- Mentor the Business Systems Analysts and Junior Business Systems Analysts, where required
- Project Management responsibilities of key project resources
- Ensure that appropriate lines of communication and working relationships are established and maintained with NHS professional staff and other external organisations
- Ability to challenge, persuade and negotiate with others to ensure compliance with best practices and quality standards
- Work with the Business Systems Analysis Manager to ensure customer requirements are planned and executed in a timely and professional manner and that all projects are in line with the overall IT and development strategies

Accountabilities

- Ensure that business systems are robust enough to handle current and future business requirements
- Lead workshops and brainstorming sessions to capture business requirements and translate business requirements into detailed technical and operational requirements
- Ensure that quality standards are maintained, and development is in line with architecture
- Liaise with key stakeholders and business partners on a regional and national basis to ensure that accurate and timely Business Analysis is delivered to the required specification
- Manage agreed project budgets and supplier selection for requirements capture, analysis and system design services
- Develop persuasive communication strategies to get buy-in from others and achieve desired outcome
- Maintain effective communication with development and Testing teams to ensure development, testing and QA plans are in line with requirements
- Engage with all departments across NHS professionals as appropriate to achieve objectives
- Design and manage requirement capture, analysis and system design processes, to deliver error free business application

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

• Equality and Diversity

To act in accordance with NHS Professionals' Equality and Diversity Policy - this is designed to prevent discrimination of any kind.

• Health and Safety

Ensure that all duties are carried out in line with NHS Professionals' Health and Safety Policy.

• Corporate Image

Adopt a professional image at all times.

• Risk Management

Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)

Responsibility for attending health and safety training as required.

Responsibility for assisting in risk assessments.

• Scheme of Delegation

To comply with the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

Note: This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

Person Specification

Criteria:	ESSENTIAL (When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)	HOW IDENTIFIED A / C / I / P / R / T	DESIRABLE (When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)	HOW IDENTIFIED A / C / I / P / R / T
Qualifications and Knowledge:	<ul style="list-style-type: none"> • Degree or equivalent experience • Extensive experience as a Business Analyst or similar role (+3 years) • Detailed knowledge of Business Modelling and Analysis 	A and C	<ul style="list-style-type: none"> • Degree in Computer Science or software engineering. • Relevant Business Analysis qualification: ISEB / BCS Diploma in Business Analysis • Prince 2 	A/C
Experience:	Demonstrable experience of: <ul style="list-style-type: none"> • Ability to combine analytical and innovative thinking with creativity in order to provide the best possible solution to the company's end clients • Ability to use initiative to drive projects through to implementation and delivery within a timely fashion • Ability to operate within a fast paced environment • Strong interpersonal skills and ability to influence those around you • Liaise with key stakeholders and business sponsors 	A, I and R	<ul style="list-style-type: none"> • Track record of process design and implementation within IT arena • Agile / Waterfall / Prince 2 methodology • Good User Acceptance Testing experience including designing test scripts and plans • Experience with the following: UML, Use Cases, User Stories, Business Process Management, BPMN, SSADM, Agile, Waterfall and Change Management 	

	<ul style="list-style-type: none"> • Provide coaching and mentoring peers, offering support and guidance on best practices and methodologies • Estimation, planning and execution of Projects • Documentation of Business Systems Analysis and Project Management standards, processes and procedures • Business process agreement, gathering and documentation to define standards • Capturing, tracking and delivery of benefit realisation plans • Strong workshop facilitation and presentation skills • In depth knowledge of standard software development lifecycle (SDLC) • Willingness to drive and embrace change • Ability to think strategically / Collaborate with others • Customer oriented / Results oriented • Experience working on complex projects as a Senior Business Systems Analyst • Ability to motivate, coach and mentor Business Analysts and Junior Business Analysts 			
Communication and People Skills:	<p>Able to:</p> <ul style="list-style-type: none"> • Establish and maintain collaborative relationships with senior and operational stakeholders. • Good interpersonal and communication skills • Influence business customers to adopt the most appropriate approach to achieve their business needs • Communicate with external suppliers both Onshore and Offshore to clarify and resolve queries for smooth implementation 	A, I and R		

	<ul style="list-style-type: none"> • Influence individuals or groups from other business areas, in order that solutions or requirements are clearly identified and appropriate actions implemented • Develop and maintain relationships with users and stakeholders to make working relationships harmonious and productive • Able to influence, negotiate, delegate, prioritise and organise multiple concurrent tasks • Ability to communicate with both IT and Business employees • Ability to develop and maintain relationships with key stakeholders, keeping them informed, understanding their requirements and gathering feedback • Have excellent presentation skills, with demonstrable experience of success with senior business stakeholders 			
Organisational Skills	<p>Able to:</p> <ul style="list-style-type: none"> • Liaise with key stakeholders and business members on a regional and national basis to ensure that accurate and timely Business/Systems Analysis is delivered to the required specification. • Analyse statistics, impact of change to service development and interpret policy guidelines. • Make recommendations through Business/Systems Analysis to senior stakeholders on the future direction of Operational initiatives. • Provide representation both in person and through provision of information to key meetings and project boards. 	A, I and R		

	<ul style="list-style-type: none"> • Work in line with existing standards for documentation and process, communicating with stakeholders via established routes 			
Specialist Knowledge and Skills	<ul style="list-style-type: none"> • Sound understanding of IT, keeping current in the development • of new techniques and methodologies • Ability to set exacting service standards and deliver by example • Ability to drive change, implementing and supporting the new products and services developed for the business • Required to manage own targets and objectives. Must be able to prioritise, plan, organise and report on allocated workloads as well as self-generating, determining and implementing team tasks/workloads • Required to take ownership of own development • Ability to define processes and where necessary, review and improve 	A, I and R		
Physical Skills:	<ul style="list-style-type: none"> • Must pass pre-employment health assessment. 	P		
Equality:	<ul style="list-style-type: none"> • Candidates should indicate an acceptance of and commitment to the principles underlying NHSP's Equality and Diversity and Health and Safety Policies. 	A		
Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation				