

ROLE PROFILE

Department: IT

Job Title: Business Analyst

Key Skills Required: Self starting individual with the ability to distil the underlying picture from complex situations with the personal credibility to deliver pragmatic working solutions. Knowledge of project management and analysis skills is essential.

Job Purpose: To manage and deliver IT business change projects.

Deliver IT Solutions in the widest sense so that the underlying business objectives are achieved and result in real improvements to customer service and cost efficiency.

Engage with their business colleagues, suggest improvements and come up with solutions that deliver great services to the business teams and on to Midland Heart customers.

Reporting to: Business Architect

Responsible for: None

Key Responsibilities and Accountabilities

1. Work with internal customers to understand and document their needs for systems solutions, be capable of challenging perceived needs in order to identify the true underlying business drivers and requirements.
2. Research and document solution options. Present Clear Choice recommendations for project solutions.
3. Have a good working knowledge of Midland Heart procurement policies up to and including the OJEU process. Be capable of running procurement exercise for IT solutions based on documented requirements, the procurement exercises will often involve the need for multiple suppliers to tender on a joint basis and these complex arrangements will need to be managed.
4. Liaise with suppliers to ensure timely and cost effective solutions and adequate and responsive support from the suppliers. Manage relationships with key suppliers during implementation phases.
5. In collaboration with others (where required), propose solutions which meet the requirements of the business, ensuring that existing technologies are explored in the first instance and where the existing IT landscape can not fulfil, research and investigate external solutions.
6. Coordinate with other IT teams to ensure that all solutions fit in with infrastructure, integration and support standards. Ensure smooth implementation of all solutions through full and timely involvement from all IT

- teams. Ensure Change Management Procedures are effectively applied.
7. Document and gain formal acceptance for detailed solution design documents and all other business analysis outputs whether these be for configuring third party products or the development of in-house bespoke solutions.
 8. Responsible for delivering cost benefit analysis for Business Cases and demonstrating value for money on projects.
 9. Coordinate functional, user acceptance and performance testing of all solutions to demonstrate fitness for purpose before implementation. Guide user representatives through the acceptance testing so to ensure they carry out meaningful testing.
 10. Ensure that all solution implementations are well organised and smoothly carried out. Ensure that all software deployment, configuration, data migration and equipment deployment are completed prior to implementation.
 11. Ensure that user representatives have fully discharged their responsibilities with regard to end user training, communication and implementation of revised business processes.
 12. Produce service specifications and hand over documentation during hand over and closure of a project.
 13. Participate and assist with lessons learnt workshops after project closure.
 14. Provide pro-active input to and assist with the continuous improvement of Midland Heart's Delivery Methodology, including self study of latest industry trends and techniques for business analysis including agile.

Person Specification

| | Application | Interview | Test |
|--|-------------|-----------|------|
| Education, qualifications and training | | | |
| 1. Degree level qualification or equivalent work related experience to achieve rigorous logical analysis. | ✓ | ✓ | |
| 2. Desirably a diploma in BCS/ISEB Business Analysis. | ✓ | ✓ | ✓ |
| 3. Desirably Prince2 and/or APMP accreditation. | ✓ | ✓ | |
| Experience | | | |
| 4. Experience of IT procurement in a disciplined environment to OJEU or equivalent standards. | ✓ | ✓ | |
| 5. Experience of documenting business analysis documentation such as (not an exhaustive list) outline business cases, user requirements, functional specifications, use cases, As-Is and To-Be process maps, gap analysis and Activity Based Costing, blueprints in large IT project (large = 12 months or more project duration). | ✓ | ✓ | ✓ |
| 6. Conducted testing phase of IT systems implementation. | ✓ | ✓ | |
| 7. Experience of working in a new business area and quickly understating the key issues. | ✓ | ✓ | |
| 8. Producing cost benefit analysis. | ✓ | ✓ | ✓ |
| 9. Experience of working in an Agile environment. | ✓ | ✓ | |
| 10. Experience of LEAN. | ✓ | ✓ | |
| Knowledge | | | |
| 11. Show an in-depth understanding of the Midland Heart application architecture and application set. | ✓ | ✓ | |
| 12. Knowledge of project management techniques. | ✓ | ✓ | |
| 13. Knowledge of analysis techniques including requirement analysis, stakeholder identification, data modelling and process mapping including UML. | ✓ | ✓ | |
| Skills | | | |
| 14. Ability to analyse complex situations and quickly distil pertinent facts into concise written reports. | ✓ | ✓ | ✓ |
| 15. Good communication skills including: written, oral and presentation skills. | ✓ | ✓ | ✓ |
| 16. Good time management skills to multi task on complex overlapping activities. | ✓ | ✓ | |
| 17. Ability to communicate well with broad range of people at many levels within the organisation. Including active listening. | ✓ | ✓ | |
| 18. Ability to devise and deliver innovative solutions with the minimum of supervision. | ✓ | ✓ | |
| 19. Numerate to a level that allows budget tracking and control. | ✓ | ✓ | |
| Behaviours | | | |
| 20. Commitment to providing quality solutions. | ✓ | ✓ | |
| 21. Self starter dedicated to getting results and meeting deadlines. | ✓ | ✓ | |

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| 22. Pragmatic outlook that understands the wider needs of the organisation. | ✓ | ✓ | |
| 23. Patience and tact in dealing with other people. | ✓ | ✓ | |
| 24. Display leadership. Motivate others and generate enthusiasm amongst project team members creating effective team working. | | ✓ | |
| 25. Manage customer expectations effectively. | | ✓ | |
| 26. Understanding of and commitment to the principles of equality and diversity. | | ✓ | |