



ALLPAY LIMITED
JOB DESCRIPTION

Owner	HR Manager	Date Created	30/09/2010 09:06:00
Classification Level	Restricted	Template Version	[Template Label]

1. JOB IDENTIFICATION

Job Title: Systems / Business Analyst

Responsible to: Head of Business Analysis & Portfolio and Senior Business Analyst

Department(s): Business Analysis & Portfolio

2. JOB PURPOSE

Provision of professional and structured Systems and Business Analysis services to all aspects of the allpay business

To undertake systems analysis of exiting allpay systems and processes documenting and communicating the findings

To work with IT and business stakeholders to identify and quantify the impact of changes required to system and processes

To suggest changes and improvements to allpay's existing product suite, but also to support the investigation and feasibility of new business innovations

To act as customer proxy throughout the project lifecycle; understanding business needs and translating them into system requirements and specifications

To act at the point of contact for system impact analysis by IT Staff including Project Mangers, Business Analysts and Technical Staff

To be empowered to make the correct decisions on behalf of the customer, by truly understanding the business requirement and to advise and guide the project team

To bridge the gap between business and technical, with the ability to communicate effectively at both levels



3. DIMENSIONS

Proactively initiate, develop and maintain effective working relationships with sponsors, stakeholders and team members

Projects will involve systems that process billions of pounds worth of transactions per year, used internally and externally by 300 staff, 800 clients and 5 million customers

Currently a team of up to 15 Analysts, reporting in to the Head of Business Analysis & Portfolio and the Senior Business Analyst

Member of a matrix managed project team, consisting of approximately 9 team members working using the Agile methodology as a framework

It may be necessary to work on multiple IT and business projects at a time, including some Business As Usual (BAU) tasks

4. ROLE OF DEPARTMENT

Provision of Business Analysis and Business Change services to all aspects of the allpay business

Provision of a consistent approach to business and change analysis and documentation output

Provision of well-controlled and documented procedures for management of all aspects of the Change Analysis process.

Championing the allpay Change agenda using the Agile methodology as a framework

Enabling allpay business requirements to be delivered in a strategic manner



5. KEY RESULT AREAS



Provide systems and business analysis to document the allpay systems, databases and processes

Communicate effectively process improvements to allpay systems and procedures

Provide systems and business analysis for business case development to feed the corporate portfolio; present both qualitative and quantitative analysis; drivers, benefits, costs, ROI, risks etc.

Elicit and document requirements using industry standard techniques; interviews, workshops, surveys, site visits, business process descriptions, scenarios, task and workflow analysis

Critically evaluate information gathered from multiple sources and be able to reconcile conflicts

Be a strong member in a team of technical staff

Be able to decompose high-level information into detail; be able to summarise from low-level detail

Be able to reverse engineer systems to understand the detailed working of existing system functions and operation documenting the output

Drive and challenge needs and assumptions by thinking creatively

Strong analytical skills with the ability to translate complex IT system analysis into business needs and understanding

Excellent stakeholder management skills including understanding and managing expectations (client and internal) so they either are met or exceeded by the Project delivery

Excellent verbal and written communication skills and the ability to interact professionally with all levels of stakeholder

Undertake Project Management duties on Technical Change Projects

Document requirements and present recommendations to the Technical Change Process board

Develop requirements specifications according to department standards and be able to present back for understanding and approval

Lead on the development of Non-Functional requirements documentation in line with operational needs and future growth

Lead on industry standard security requirements and how the implementation of new requirements will impact allpay

Understand the requirements from the allpay Compliance team



Collaborate with Agile teams and subject matter experts to establish the technical vision. Be able to manage design and performance trade-offs, without losing sight of business needs

Coordinate requirements from different stakeholders in line with product roadmaps and business needs

Anticipate and plan for the business needs before they arise and present options and recommended solutions to both the Agile team, Senior Managers and the business

Work closely with Quality Assurance to identify acceptance criteria

Facilitate regular feedback opportunities with stakeholders throughout the project lifecycle

Support in the handover for projects to BAU

Effectively use the tools and standards prescribed by the Analysis team, but look to continually challenge and improve them

"The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post".

6. ADDITIONAL KEY DUTIES

Input into Business Analysis, Systems Analysis and continuously improve best practice skills.

You will be expected to provide ad-hoc out of hours additional support during a major incident (Severity 1 or 2) where the business need demands it.

In business areas where regular issues will occur, you may be expected to form part of an out of hours rota system.

At the time of a major incident, you may be asked to perform an emergency job role away from your regular role. This will be led and managed by the incident manager at the time of the incident until such a time where the incident is deemed by the incident manager to be over. You will not be expected to do both duties during that time, however, the new role may be significantly different from your regular role.



7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

Proven experience working as a Systems / Business Analyst within a software delivery environment

Proven experience of industry standard Analysis techniques, with a proactive approach to requirements elicitation

Experience of Agile methodologies, an advantage

ISEB Business Analysis qualification an advantage

MS SQL Server skills – Essential

SSRS experience - desirable

Project Management experience – Essential

Effective business case analysis and presentation

Proven facilitation skills

Effective requirements elicitation and documentation skills

Excellent critical thinking and analytical skills; can think outside the box and challenge perception and understanding

Demonstrable ability in active listening, advanced communications and influencing decisions

Ability to present solutions to all levels of stakeholders; both technical and non-technical

Positive attitude to change and the ability to respond to changing priorities

Strong time management skills with the ability to multi-task and meet tight deadlines under pressure

Engaging, motivated and self-organised

8. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at 19th August 2016.

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: