



**ALLPAY LIMITED**  
**JOB DESCRIPTION**

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

**1. JOB IDENTIFICATION**

**Job Title:** Business Analyst  
**Responsible to:** Lead Business Analyst  
**Department(s):** Portfolio, Programmes and Projects

**2. JOB PURPOSE**

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

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

To participate in allpay's portfolio process, including business case preparation, requirements gathering and enhancement of feasibility studies

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

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 be the requirements guardians from conception to delivery

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 over £7billion worth of transactions per year, used internally and externally by 350 staff, over 1000 clients and 5 million customers.

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

Working alongside and within project teams using agile and waterfall methodologies.

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**

The role of the Portfolio, Programmes and Projects department is to manage effectively and efficiently the business and IT initiatives from inception through to completion taking account of business priorities, risks and benefits.

Managing in totality the organisations project portfolio via a collection of strategic processes and decisions that together enable the most effective balance of organisational change and business as usual.

Determining integrated sets of outcomes and benefits that are measured, monitored, managed and refined to ensure goals are achieved.



## 5. KEY RESULT AREAS



Provide 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 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

Drive and challenge needs and assumptions

Strong analytical skills with the ability to translate business needs into system requirements

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

Input into and continuously improve best practice skills

Champion the project methodology frameworks

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

To be the conduit or 'customer proxy' between the customer and the project teams

Own the backlog refinement process and coordination of backlog priorities

Document requirements and present recommendations to stakeholders

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

Document Non-Functional requirements in line with operational needs and future growth

Collaborate with project 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 the project teams, Head of Business Analysis and Portfolio, and the business

Work closely with Quality Assurance to identify acceptance criteria

Understand the requirements from the allpay Compliance and IT Security teams

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

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

Take pride in your own areas of responsibility own work;

Demonstrate a sense of commitment to work

Take ownership and responsibility for accomplishing objectives

Conscientiously follows through on commitments.

Demonstrate resilience under ambiguous or demanding circumstances.



*“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

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 Business Analyst within a software delivery environment
- Proven experience of industry standard Business Analysis techniques, with a proactive approach to requirements elicitation
- Experience of Agile methodologies, an advantage
- ISEB Business Analysis qualification an advantage
- 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 November 2017**

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: