

1 Job description

1.1 Job Details

Job Details:	
Job Title:	Senior Business Analyst
Department:	Project management office
Reporting to:	Senior Project Manager
Responsible for:	Business Analysts, permanent and contract
Budget responsibility:	N/A
Location	Bath, United Kingdom

1.2 Job summary and main purpose

As Senior Business Analyst, this role works autonomously and proactively to assess the performance of ORX alongside related third-party businesses, conducting research and analysis to define and recommend improvements to processes and systems. This involves ORX Insight (our highly secure and anonymised platform for exchange loss data relating to operational risk from our members), our various company websites, including the ORX News service, our hosting solutions, business information systems and data collections services.

The role of the Senior Business Analyst is to ensure that all processes take place smoothly, that there are strategies in place for improving and enhancing organisational performance, and driving to capture the as-is for existing processes and services to ensure documentation and process descriptions are accurate and up to date.

1.3 Principal duties and responsibilities

Key duties and responsibilities will include:

Engagement

- Engaging stakeholders proactively to identify, agree and document their functional and non-functional requirements for business systems and IT solutions (to-be).
- Working with ORX's development partners to clearly communicate ORX requirements, represent users in technical discussions and ensure applications developed meet ORX's requirements.
- Engaging proactively with ORX business teams to document their processes and procedures in a standard form, recommending improvements where possible.
- Establish and maintain a Process Library for ORX systems to aid BAU and project initiation.

Change management

- Proactively participate in the change management process, to ensure the change is appropriately scoped and the impact on ORX systems is identified and assessed.
- As required, ensure there is sufficient support for testing of IT developments to check that they meet requirements.
- Pro-actively work with stakeholders to define and agree business cases for change.
- Refine the ORX business case and change process, driving understanding and adoption across the relevant stakeholders.

Communication and delivery

- Invest time in making complex and technical data accessible to all stakeholders, driving transparency and simplicity.
- Demonstrate drive for results, delivering at pace in a structured, logical, and efficient manner, documenting critical information as standard practice.
- Ensure the BA support to the business:
 - provides effective communication and understanding between technical and non-technical teams, including maintaining logs for meeting minutes, meeting schedules, project summaries, and updates.
 - ensures quality, quantity and timeliness of work supports business objective and provides value.
 - Establishes and maintains a base Stakeholder Map for use in BAU review and project initiation.

BA organisation

- Create and refine a business-wide analysis approach and driving understanding and adoption as standard practice.
- Create and implement a standard Project Support Pack and ensure adoption by all stakeholders.
- Accountable for the quality and delivery of contracted BA resources where relevant, to ensure compliance with ORX guidelines.
- Line management of other resources on a permanent and/or temporary basis.

1.4 Candidate profile

CRITERIA	Essential	Desirable
Qualifications and training		
Degree or equivalent and validated experience	X	
Knowledge of ITIL		X
Knowledge and experience		
Experience of process definition and process improvement	X	

Knowledge of business process modelling methodologies		X
Track record of planning / project management		X
Elicitation and documentation of functional & non-functional requirements	X	
Experience of documenting business requirements	X	
Experience of facilitating workshops	X	
Knowledge of Agile		X
Experience of writing specification requirements	X	
Experience of identifying and tracking project benefits		X
Line management experience		X
Skills and abilities		
Excellent relationship building	X	
Influencing skills with ability to gain consensus and reconcile conflicting views	X	
Excellent communication skills	X	
Resilient and comfortable with change	X	
Work autonomously and pro-actively with accuracy and attention to detail	X	
Self-motivated and highly organised	X	
Able to manage multiple priorities and deadlines as well as resolve problems	X	
Confident in the use and application of information and systems	X	
Ability to handle multiple concurrent projects	X	
Proficiency in MS Office	X	
Proficiency in some of: MS SharePoint, MS Visio, MS Project, json and Monday.com		X