



Role Profile

Job Title	Business Analyst	Reports To	Process Improvement Manager	Location	Bradford Hubs
Job Code		Grade		M4	
Date Created / Updated	August 2021	Department		Transformation	

<p>Purpose: Utilise best practise Business Analysis techniques to facilitate investigation and design phases of projects, complete impact assessments and contribute towards the production of business cases. Implement standard business analyst's processes across the business. Manage the project management elements of smaller projects.</p>	
<p>Your Role Accountabilities</p> <ul style="list-style-type: none"> • Working within Business Change within the Transformation Team the primary role is to facilitate the investigation and design phases of business and IT projects. The role will be involved in a diverse portfolio of projects across business and IT change and may assist with the build and implementation stages as required by the project. • Working closely with a team of stakeholders, to facilitate business design activities including business requirements gathering. • Conducting impact assessments and gap analysis of design outputs to facilitate the definition of implementation plans. • Developing business process models for both 'As-Is' and 'To-Be' states associated with a set of business objectives. • Conduct problem analysis and root cause analysis to help derive process improvements for delivery by BAU or projects. • Gain a detailed understanding of the business and document business areas to facilitate future change. • Assist with definition of quality measures and ensure that the outputs from implementation phases (both IT and operational) meet the agreed quality measures. • Play an active role in UAT to ensure test plans align with requirements/designs and any changes or defects are fully understood and impact assessed. • Be responsible for the project management of smaller projects. • To be committed to the fair treatment of customers at all times • Ensure compliance with all applicable UK and local regulations, Company Policies and FCA Conduct Rules • Demonstrate behaviours in line with our Company values • To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at work 	<p>Skills & Experience</p> <ul style="list-style-type: none"> • Hands on and practical, as well as strategic. • Confident communication skills, able to engage stakeholders and peers effectively. • Experience in mapping business processes using tools such as Visio. • Experience in business analysis tools ideally in a retail or process drive environment. • Must be capable of researching complex issues from scratch and to assist in the production of recommendations at director and senior management level.