

# BUSINESS ANALYST

## JOB DESCRIPTION

<b>SALARY</b>	£35,000 - £42,000
<b>LOCATION</b>	Leeds
<b>WORKING PATTERN</b>	Full time (37.5 hours per week), Hybrid
<b>DEPARTMENT</b>	CI & Change

## PURPOSE

The purpose of the Business Analyst role is to support the Business Change Partners as well as other project resources, by capturing and analysing current processes, proposing and defining process improvements, and defining requirements and designs in order to support the completion of successful projects/initiatives that align to the strategic objectives of the business to ensure we are achieving the best outcomes for our members.

## ACCOUNTABILITIES & RESPONSIBILITIES

### Operational

- Support the delivery of the Digital and Change (D&C) strategy and contribute to the development and delivery of the CI&C strategy to plan, cost and quality
- Support the Business Change Partner with the development and delivery of agreed change activity in order to ensure operational effectiveness and improve member service.
- Conduct business analysis and lean methodologies to produce quality recommendations at each stage gate of the process using the voice of the member as a key driver
- Support delivery of business projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment

### Financial

- Collate detailed analytical reports for design specifications to ensure well defined solutions
- Work through the benefit analysis for small change, continuous improvement and post project benefit realisation in support of change colleagues and sponsors as required
- Ensure that all spend is managed within organisation policy reporting on variance to budget to the D&C leadership team

### Member

- Support the build of new models that deliver improved outcomes to members which ensure operational effectiveness and improve member service.
- Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes
- Always deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.

### People

- Act as a role model for best practice in demonstrating prioritisation process to enable best allocation of resource to create a managed flow to ensure the right skills in the right place at the right time.
- Take accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, legislation, policy standards and processes.
- Build key relationships with internal and external stakeholders as necessary, liaising on projects to enhance quality service and outcomes for members
- As own competence develops actively share learnings, knowledge and best practice with colleagues.

### Risk

- Ensure appropriate business processes and controls are in place to support Digital and Change activity within risk appetite; comply with policies and regulatory requirements (as applicable).
- Identify and report risks and issues identified within CI&C and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
- Adhere to appropriate business policies, processes, controls and regulatory requirements (as applicable) to ensure activity is within risk appetite
- Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook.

### Other

- To build and maintain strong relationships with the business, senior stakeholders and external stakeholders to ensure the delivery of programmes of change to agreed scope, time, cost and quality.
- To effectively champion and support change processes to ensure best practice is adopted across the business to enable more efficient and effective operational processes.
- Contribute to the consistent application of the CI&C analytical toolkit adapting appropriately depending on the level of change to ensure initiatives are delivered against time, cost and quality
- Lead pilot activities in the pre-project lifecycle as required to enable appropriate decision making
- Escalate as required any technical matters and/or seek advice using such opportunities to build confidence and competence in role
- Support the design, delivery and measurement of trials/pilots.
- Gather data and information from a range of sources to evaluate performance and requirements, ensuring that the analysis is reliable and accurate
- Present research findings in written reports or as oral presentations and disseminate this information in a suitable format for any relevant teams/team members
- Contribute to the development of detailed activity plans/report on progress
- Work within a matrix structure maintaining close links with colleagues to support the delivery of a member driven experience
- Undertaking other duties and tasks that from time to time may be allocated to the jobholder that are appropriate to the grade or role

## PERSON SPECIFICATION

### Knowledge & Qualifications

- Demonstrate knowledge of analytical tools and process mapping methodology
- Knowledge of project/programme life cycle and methodologies
- BA Qualification i.e. BCS or ISEB (\*)
- Process Improvement qualification (such as Lean, Six Sigma Green Belt) (\*)
- Knowledge of reporting tools i.e. SQL and application of same (\*)
- TOGAF (\*)
- Prince 2 (\*)

### Skills

- Logical and creative thinking skills
- Analytical and problem-solving skills within business change environments
- Ability to work independently
- Can use own initiative in a range of business change situations
- A thorough and organised approach: planning analysis activities in line with business priorities
- Ability to work with a range of internal and external people
- Ability to communicate effectively in a variety of situations such as workshops and Presentations
- Investigative and analytical skills to provide a pragmatic approach to problem solving
- Prioritisation and personal time management to deliver to SLAs / KPIs

### Experience

- Experience of working in the analysis function either Business or Technology bias.
- Demonstrable delivery of benefit development and benefit realisation
- Demonstrable experience of stakeholder management
- Experience of use of Investigation Techniques
- Experience of Business Process Modelling
- Experience of Requirements engineering management
- Experience of Data Modelling
- Experience of conducting Gap Analysis
- Experience of Acceptance Testing
- Experience of Stakeholder Analysis and Management
- Business Impact Assessment
- Experience of supporting the design, delivery and measurement of trials/pilots
- Knowledge of the indemnity market for medical and dental professionals (\*)
- Working on oversight for Business readiness (\*)

All points marked with (\*) are desirable and are not essential to the position.

We welcome applicants from all backgrounds, and we encourage you to apply even if you feel you do not match 100% of the technical requirements. Medical Protection Society prides itself in being a collaborative,

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## JOB DESCRIPTION



forward-thinking and inclusive employer where everyone can be themselves and embrace each other's unique individuality, background or heritage.

This job description is for external use only and is a snapshot of the full role profile (version 1.0) in which colleagues full accountabilities are detailed. This document is subject to change to continue to meet the needs of Medical Protection Society.