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| **Role title:** | Business Analyst | **Responsible to:** | Business Change Partner |
| **Division:** | Digital and Change | **Department:** | CI and Change |
| **Direct Reports and Level:** | N/A | **Scope:** | MPS worldwide provision to improve the effectiveness of MPS and the member experience |
| **Scale:** |  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core | **Role Family** | Technical |

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| **Overall Role Purpose** |
| The Business Analyst supports Business Change Partners as well as other project resources, to deliver initiatives that align to the vision, and strategic objectives of the business to ensure we are achieving the best outcomes for our members. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**   * Contribute to the development and delivery of initiatives in support of the agreed change activity defined by the Business Change Partner in order to serve member needs appropriately * Present recommendations/reports to senior sponsors and manage the outcomes * Lead Pilot activities in the pre-project lifecycle as required * Input to the improvement of process and methodology based on application in the business | * Divisional Strategic priorities Vs plan * Operational change priorities vs plan * Feedback from Sponsors |
| **Financial**   * Generate detailed analytical reports for design specifications * Work through the benefit analysis for small change, continuous improvement and post project benefit realisation in support of change colleagues and sponsors as required | * ROI or Experience measure as agreed with Sponsor * Operational budget Vs Plan |
| **Member**   * Design and support the build of new models that deliver improved outcomes to members * Apply 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 | * Net promoter score * Member feedback * Member Experience Scores |
| **People**   * Act as a role model for best practice in demonstrating prioritisation process to enable best allocation of resource |  |
| **Risk**   * Ensure appropriate business processes and controls are in place to support Digital and Change handling activity within risk appetite; comply with policies and regulatory requirements (as applicable). | * Risk & Control Self- Assessments * Audit Actions |

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| **Responsibilities (RACI)** |
| * Ensure the consistent application of the MPS analytical toolkit within throughout the project lifecycle adapting appropriately depending on the level of change. * Work within a Matrix structure maintaining close links with colleague 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 |

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| **Key Governance Responsibilities** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Demonstrate knowledge of analytical tools and process mapping methodology | * Strong organisational skills * Good communicator * Good data interpretation competence and communication of insight * Capable of managing challenge * Able to move from concept to application * Self-Starter | * Experience of working in the analysis function either Business or Technology bias. * Demonstrable delivery of benefit development and benefit realisation |
| **Desirable** | * 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 | * Management or development of new starter BA’s. | * Knowledge of the indemnity market for medical and dental professionals * Working on oversight for Business readiness |