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| **Role title:** | Senior Business Analyst  | **Responsible to:** | Business Analysis Manager  |
| **Division:** | Operations  | **Department:** | Transformation Management Office (TMO) |
| **Direct Reports and Level:** | Approx 2 x direct Reports - Business Analysts | **Scope:** | Global – MPS wide Transformation and Change delivery |
| **Scale:** | No Budget2-4 direct reports |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Digital, Data and Change |

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| **Overall Role Purpose** |
| As a Senior Business Analyst, you support the MPS transformation & change agenda investigating business problems and opportunities, and specifying the required changes to people, process and technology to achieve them.. You provide guidance, and business analysis expertise to aid the development of the team. You will be responsible for line management when required, quality assessments and coaching for Business Analysts to support growth and upskilling of our business analysis team and our Community of Practice, thereby increasing overall capabilities within the business analysis team.As a Senior Business Analyst, you will be responsible for creating and maintaining the business analysis plan and allocation of work enabling successful delivery and business and member outcomes. You’ll therefore possess strong planning, communication, and presentation skills; the capability to listen and influence. You will work closely with stakeholders and colleagues, understanding requirements, solving problems, delivering beneficial changes, working closely with our Technical teams to understand and leverage our technical capability whilst improving and maintaining the effectiveness of our processes and member journey.Working alongside a Project Manager; you are a critical link between the stakeholder community and the delivery team, maintaining a balance between business needs and technical realities.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Leadership/ Operational*** Provide leadership to deliver on the overall corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities.
* Lead the development of the business analysis Community of Practice (CoP) which provide tools, methods, standards, and best practice to drive improved business analysis outcomes and services
* Manage the performance of a number of Business Analysts to achieve their personal objectives contributing to the overall success of Transformation Delivery
* Collaborate with Programme Managers/Project Managers on the development and delivery of agreed change activity in order to ensure operational effectiveness and improve member service.
* Support delivery of business projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment
 | * Corporate Strategic priorities Vs plan
* Divisional Strategic priorities Vs plan
* Department Plan delivery Vs Plan
* Financial performance Vs plan
* Delivery of projects to plan
* Operational performance (KPI’s) V plan
* Operational change priorities vs plan
* Feedback from Sponsors & Stakeholders
* Feedback from Direct reports
* Colleague survey results
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| **Financial*** Develop Business Analysis Plans to support the accurate estimation of change solutions supporting project budgets
* Ensure that all spend is managed within organisation policy reporting on variance to budget to the TMO leadership team
* Support the business on creation of the change benefits which contribute towards the return on investment
* Collate detailed analytical reports for design specifications to ensure well defined solutions
 | * Return on Investment or Experience measure as agreed with Sponsor
* Operational budget Vs Plan
* Project financial performance Vs plan/budget
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| **Member*** Understand the member journey’s, identifying where improvements to people, process and technology can be made to improve outcomes for our members
* Outcomes for members are clearly defined and understood as part of the change process
* Work collaboratively with the Member & Business Excellence team to utilise member experience data to support your solutions and requirements and ensure the voice of the member is heard
* Monitor and provide robust challenge of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on MPS, its operation or financial security
 | * Net promoter score
* Member feedback
* Member Experience Scores
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| **People**  * Provide strong leadership and management to ensure training, competence, performance and engagement of colleagues who have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Take accountability for own training, competence and performance and comply with all governance, policy standards and processes.
* Build relationships with stakeholders, liaising on projects to enhance quality outcomes for members
* As own competence develops actively share learnings, knowledge and best practice with colleagues.
* Provide strong coaching to a team of Business Analysts to support the ongoing upskilling and growth in the capability of the business analysis function
* Actively support MPS culture strategy and drive a high-performance culture in the Business Analysis Practice.
* Take the lead on promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.
 | * Strong Talent and Succession Plans
* Delivery of Personal Development Plan
* One to one / performance review meetings Vs Plan
* Progression against the Technical Development framework
* Colleague surveys
* Performance ratings
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| **Risk*** Understand the risk management appetite in role, including the reporting of any perceived risks and compliance with relevant controls.
* Identify and report risks and issues identified to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* 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.
 | * Risk & Control Self- Assessments
* Audit Actions
* Quality monitoring outcomes / compliance to Training and Competence Scheme
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| **Responsibilities (RACI)** |
| * Offer meaningful decision points and insight to MPS forums to ensure that the business operates within risk appetite, and decision makers are fully informed and equipped.
* Keep abreast of evolving legislation and best practice; identify and recommend opportunities for MPS to become more efficient and effective.
* Role model MPS values and behaviours.
* Support the impact of change initiatives, communicating and championing change to the department, and ensuring effective transitions to new ways of working
* Liaise with other teams (e.g. Technology & Data) to address and resolve cross-team issues, conflicts, and dependencies
* Lead the consistent application of business analysis tools and techniques throughout the project lifecycle adapting appropriately depending on the level of change to ensure outcomes are delivered to time and quality.
* Lead the analysis of an outcome and help to shape the scope and requirements from inception through design, build and test and into delivery.
* Define, shape and plan business analysis work, including task and work distribution
* Contribute to the development of detailed activity plans/report on progress
* Present research findings in written reports or as oral presentations and disseminate this information in a suitable format for all levels within the organisation
* Input to testing deliverables and execution to include test scripting and requirements traceability
* Escalate as required any technical matters and/or seek advice using such opportunities to build confidence and competence in role
* 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
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| **Key Governance Responsibilities** |
| * Present to Programme and Project Boards where relevant
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Demonstrate significant knowledge of business analysis tools and process mapping methodology
* Demonstrate significant knowledge of change delivery, project/ programme life cycle and methodologies.
* BA Qualification i.e., BCS or ISEB
 | * Strong organisational skills – organising self, teams and balance of multiple activities / deliveries
* Strong communicator – ability to communicate to an Executive audience and converse with all levels
* Strategic thinker, highly analytical, excellent problem solver, detail oriented.
* Excellent Operating Model, Change Management, Process Analysis skills
* Coaching and development skills
* Highly skilled facilitator with proven stakeholder management skills at all levels; effective influencing, persuasion, and negotiation skills
* Ability to analyse and understand data, utilising multiple sources to create meaningful MI.
* Investigative and analytical skills to provide a pragmatic approach to problem solving
* Prioritisation and personal time management to deliver to SLAs / KPIs
 | * Experience of working in the analysis function either Business or Technology bias.
* Experience of use of Investigation Techniques
* Experience of Business Process Modelling
* Experience of Requirements analysis & management
* Experience of conducting Impact assessment & Gap Analysis
* Experience of Acceptance Testing
* Significant experience of delivering change – can anticipate points of challenge and explain/advocate the benefits of change
* Experience of leading & managing others
* Sound financial capability, including cost versus benefit analysis and the ability to see the wider implications of financial variance.
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| **Desirable** | * Process Improvement qualification (such as Lean, Six Sigma Green Belt)
* Knowledge of Business Architecture tools, methods and ways of working E.g. TOGAF
 | * Project Management skills
 | * Experience of Data Modelling
* Experience of working within a product management operating model
* Experience & Knowledge of the indemnity market for medical and dental professionals
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