



Oasis Asset Management Ltd Position Description

Position Title	:	Senior Business Analyst
Reports to	:	Lead Business Analyst/Business Change Manager
Business Unit/Section	:	Strategy & Finance: Business Change Management

1. Primary Objective(s)

This is a senior project based role, responsible for working together with key organisational stakeholders to scope, gather, analyse and validate business requirements in order to drive and communicate change to business processes and systems.

There is also the requirement that this role will provide mentoring and leadership business analysts and business experts to ensure project objectives are achieved.

2. Major Accountabilities

Area	Tasks
Scoping and Definition	<ul style="list-style-type: none">As required contribute to strategic planning, to identify and prioritise opportunities that deliver service improvements and efficienciesWork with sponsors to define the project purpose, why it has been initiated, the business opportunity and the business goals to be achieved, as part of scopingDefine the organisational scope, including products, people /teams, processes, systems, external customers and organizations (eg regulatory, partners, vendors)Develop the project scope documentation specifying boundaries, business risks, constraints through a high-level description of what will be included, as well as items that specifically will not be included.Agree the scope with key stakeholders, working with Project Manager and business sponsor as requiredContribute to project planning, and provision of estimates of effort for analysis and implementation as requiredDefine business benefits that will be delivered as a result of the change, working with key stakeholders

<p>Requirements gathering and detailed analysis</p>	<ul style="list-style-type: none"> • Engage with project stakeholders, to gather detailed requirements in accordance with agreed scope • Document the recommended business solution that will enable implementation of an appropriate IT solution (including packaged solutions) and/or business process solutions. • Apply techniques such as interviewing, facilitation of information gathering sessions, questionnaires, observation, and process modeling techniques to understand business needs and develop requirements • Ensure appropriate detailing of end to end processes, business rules, assumptions, constraints, and operational requirements such as availability, security, ability to scale • Ensure requirements consider the end to end impacts on clients, process, reporting and controls, internal and external stakeholders, exploiting opportunities to improve the process • Work within project methodology framework, ensuring a consistent approach to documentation • Ensure documentation is clear, fit for purpose and in business language to enable communication and review of requirements with both business experts and information technology • Ensure appropriate quality reviews, walkthroughs and version management processes for documentation produced. • Develop and maintain the document repository for analysis artifacts through the life of the project as required.
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Solution Delivery	<ul style="list-style-type: none"> • Work with business and IT partners, including external vendors to ensure that recommended solutions are delivered in accordance with the requirements and alignment with original project objectives • Facilitate prioritization to ensure that the most important needs and requirements are addressed by the project solution to the satisfaction of business stakeholders. • Drive resolution of business issues during life of project • Ensure that gaps in the IT solution are addressed through business process change and procedures as agreed with process owners • Document any project change requests and requirements arising out of these as required • Work with IT to review solution requirements (eg screen /report designs, user interface, controls, non functional requirements) and ensure traceability between business requirements and functional/system designs. • In some cases may input/contribute into functional specifications as agreed and depending on size and complexity of requirements. • Support the Project team to deliver process, procedures and training documentation as required • Contribute to delivery of UAT Plans and specifications, ensuring traceability between test cases and business requirements. • Support UAT execution and business testers to ensure appropriate prioritisation, documentation and resolution of defects. May be required to execute test cases as required • Support the project manager with business implementation planning
Communication	<ul style="list-style-type: none"> • Develop a collaborative working relationship with business and IT stakeholders, to ensure solutions meet business needs. • Work closely with the Project Manager to ensure that project plan is adhered to, issues and risks are raised in a timely manner, and scope changes are approved and documented • Bring stakeholders together, to review and approve outcomes of analysis, resolve divergent views and achieve consensus. • Present business requirements and issues to the business and technical audiences in a manner that is most appropriate for their understanding to ensure successful communication
Risk & Compliance	<ul style="list-style-type: none"> • Ensure business requirements and solutions consider regulatory and organisational risk and compliance requirements

Collaboration and Team Work	<ul style="list-style-type: none"> • Develop & maintain a strong customer service culture, engaging with internal and external clients and stakeholders • Engage across functional structures, and promote collaboration and teamwork with both business and IT partners to achieve successful business outcomes.
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3. Key Communications

Contact/Organisation	Purpose & Frequency of Contact
Business Change Management Team	Regularly. To set and monitor objectives, capacity planning, development and career planning, Ensure alignment with methodologies and work practices, including documentation and quality standards.
Project Manager /Leader	Daily, where allocated to a project to ensure delivery to project objectives, status reporting and issue escalation to project manager
Business & Technology Stakeholders	Regularly, as required by project. Work to develop a good understanding of products, processes and systems To undertake business needs analysis, including customer, product, compliance, process, external regulations. Engage and work with process owners to model business processes, problem solve and resolve issues that may arise as a result of projects, and change implementation. Work closely with IT teams to understand and communicate business process impact of IT change, to ensure business needs met.
Business Teams	As required, facilitate workshops, support trainers and business testers to ensure business change communications are clearly articulated in business terms

4. Challenges

What is challenging?	Why is it a challenge?
Developing an understanding of the current business process as a base for implementing change.	We operate in a complex business with processes spanning many business units and having interdependencies on other processes. Understanding these complexities is key to the successful implementation of meaningful change.
Understanding business needs, problem resolution,	Business analysis demands an ability to ensure that end to end impacts of change are understood and analysed with respect to meeting a desired outcome. The business analyst

What is challenging?	Why is it a challenge?
solution delivery,	<p>must engage various business and IT stakeholders & ensure agreement is reached with respect to the business needs and outcomes to be delivered.</p> <p>Throughout the project, the business analyst needs to ensure that the solution meets the requirements, to the agreed quality and scope criteria.</p>
Implementing change with minimal disruption to business as usual	<p>Implementation of business change must be introduced in as seamless a manner as possible. Business changes must either be invisible to external clients or must present a benefit to them. While change will be visible internally these changes must not adversely impact on the quality of business output</p>
Quantifying the value of business change	<p>Any implanted business change comes at a cost. It is essential that that cost is identifiable and measurable against expected benefits.</p>

5. Decision Making

Ownership of the business scoping and analysis phase on projects, supporting Project Managers to develop and manage the appropriate approach for analysis deliverables

They are responsible to:

- Work and consult with key stakeholders and process owners to understand the business needs, document business requirements and to facilitate approval.
- Communicate and resolve business issues that may arise through analysis process
- Clearly articulate business problems/opportunities and develop, solutions and options that consider end to end business impacts
- Set and manage expectations for quality reviews of analysis deliverables
- Ensure personal time management and escalation of conflicting priorities to ensure project expectations are met.

In consultation with other team members in Business Change Management, develop and decide on methodologies

6. Knowledge, Skills and Experience

- Relevant business degree / qualifications desirable
- Minimum of 3 years working as a business analyst with experience on medium to large complexity projects
- Strong customer focus
- Experience with information gathering and process modelling techniques, workshop and meeting facilitation
- Experience in process improvement / re-engineering and implementation of change
- Excellent written and verbal communication skills, able to articulate business problems and opportunities in business language
- Experience in Financial Services business products, processes, systems and regulatory requirements.

- Understanding of project lifecycle methodologies, in particular scoping, cost/benefit assessments, analysis and testing
- Excellent problem solving skills
- Excellent interpersonal and business relationship skills, with the ability to work across functional structures and boundaries to build collaboration
- Excellent time management
- Basic project management skills desirable
- Understand and articulate impact of change on business processes and organisation
- Mentoring and leadership experience desirable