

Business Analyst (H)

Job purpose: To use business analysis techniques to support and implement complex change and continuous improvement within TLS, supporting the evolution of new target operating models and shaping business cases for change.

Key Accountabilities:

- Delivers business, IT systems and process analysis to improve organisational capability by working through each stage of a project lifecycle and being the interface between the business and technical teams
- Investigate, analyse, visualise, articulate and solve complex problems and concepts,
- Ensure that the business solution aligns with the vision, mission, objectives, strategy and the business and user needs and can identify and recognise a viable solution or control.
- Identify and explore opportunities for service and business improvement. Drive analysis and identify, prioritise and implement improvements and efficiencies, ensuring that the organisation derives maximum value from services
- Plan, design, manage and report business process tests and usability evaluations. Apply evaluation skills to see how appropriate or useful the defined process is going to be. This can be done through synthesising test tasks, selecting user samples, analysing performance and sharing results with the development teams
- Maintain and constantly iterate the structures that make up a business enterprise or architecture. You can embody the methods that prescribe an organisation's future state; you know how to accommodate change. You can assess current capabilities, identify and interpret business objectives, strategy and inter-relationships with people, data and processes to create an operating model.
- Contribute to the creation and maintenance of the target operating model and identify the impact on operational service.
- Identify, define and manage the objectives of a business. Specify requirements from both a business and user perspective to enable agreed changes to be implemented effectively.
- Identify, analyse, manage and monitor relationships with and between stakeholders. Communicate with stakeholders clearly and regularly, clarifying mutual needs and commitments through consultation and consideration of impacts while focusing on user needs
- Understand users and can identify who they are and what their needs are, based on evidence. Translate user stories and propose design approaches or services to meet these needs.
- Determines the implications of proposed changes by gathering and analysing business requirements and assessing these against the broader strategic plan, operational priorities and wider impact, ensuring focus on member experience
- Establishes effective working relationships with colleagues at all levels including other transformation programme teams to ensure effective delivery of project

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tasks and products

- Prepares materials for and facilitates workshops across business units and project workstreams and manages product delivery in accordance with project management guidelines
- As a member of the Shaping our Future programme team, you are expected to be an ambassador for the programme as a whole. This means working collaboratively across the team and continuously improving our ways of working. You may be asked to support other projects to help manage demand peaks and everyone on the team will be involved with supporting staff engagement.

Knowledge, skills and experience

Essential

- Experience of developing user flows and translating them into process maps and requirements for new systems.
- Experience of Service design
- Significant experience in helping to define value propositions and developing target operating models
- A natural, thorough and gifted report and business case writer, bringing clarity, persuasiveness, accuracy, and “90% right first time” to their ways of working

Desirable

- Agile qualifications, such as certified product owner or scrum master
- Knowledge of Azure Dev Ops
- Business Analysis qualification, such as a BA Diploma or equivalent

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- Experience of collecting and analysing business and IT requirements in order to procure new systems, achieve process improvements, cost savings and remove inefficiencies
- Experience of involvement in procurement processes for IT services and systems.
- Experience of being involved in significant business change including staffing, cultural, financial, transactional, IT and overall performance implications
- Strong process design and re-engineering skills including process mapping with use of tools such as Visio or other business process modelling tools
- Experience of using industry standard methods, techniques and business change tools for example BPMN, UML/Use Cases, SWOT analysis, Five Why's, Lean Six Sigma principles and methodology and wireframes
- Ability to solve problems creatively and effectively and understand the business drivers for change
- Experience of using a broad range of BA skills, including writing a business case, producing cost/benefit analysis, conducting impact assessments, documenting functional specifications, reviewing design documents, and the end-to-end testing process.
- Strong communication skills (listening, influencing and persuasiveness), capable of dealing with all levels of staff
- Talented facilitator and stakeholder manager, garnering wide understanding, support and ownership of plans and ways of working.
- Able to adopt an assertive approach and challenge business assumptions, while maintaining a diplomatic, tactful and sensitive manner
- The ability to work well under pressure and deliver to deadlines within all areas of the business, and often on multiple work streams is essential
- Proficient Microsoft Office skills including Visio

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