

Senior Business Analyst

Job purpose:

To produce organisational designs and evaluate different options to deliver the Target Operating Model; to produce project work packages by leading the development of cross-functional process solutions and interfacing between all areas of the business to identify opportunities for efficiencies and/or the exploitation of technology.

Key Accountabilities:

- Design Fit for Purpose end to end cross functional business processes, consulting with multiple directors and heads of business units to ensure that inputs and outputs to their directorates contribute to organisational efficiency and effectiveness;
- Working within the contexts of the TLS Target Operating Model, the TLS Project and Programme Methodology, and the TLS Balanced Scorecard, deliver multiple process improvement work packages simultaneously, ensuring that assigned work is completed to agreed time, cost and quality criteria, and will deliver measurable benefits to TLS;
- Develop relationships with executive directors, directors and heads of business units to agree the business objectives and key results (the OKR framework) in their area, ensuring that designed or re-engineered cross functional business processes will deliver the required organisational results;
- Use workshops and interviews to capture and represent As Is and To Be cross functional business processes; present evaluated options for organisational change to the senior management of TLS;
- Analyse working practices and the As Is use of technology in a discrete and professional manner to determine where efficiencies can be realised;
- Clarify and prioritise functional and non-functional and business requirements with respect to the exploitation of technology;
- Complete SIPOC evaluations of teams and services. Propose operating models for the future;
- Utilising Shaping our Future PMO templates including Service on a Page and Target Operating Model, formalise and translate business needs in to tangible, measurable requirements, enabling assessment and prioritisation of organisational development solutions;
- Consult with Technical and Business Architects as required to determine the feasibility of enhanced technical solutions to realise efficiencies;
- Coach/mentor business analysts, contributing to people development and sharing of best practice.

Knowledge, skills and experience

Essential

- An in-depth understanding of, and extensive experience of working within, the BCS/ISEB Business Analysis Framework.
- BCS Business Analysis - Foundation level or above, or equivalent experience.
- Excellent communication, interpersonal, teamworking and influencing skills.
- Experienced in running workshops to define requirements and develop processes
Demonstrable experience of managing competing stakeholder priorities and interests and providing effective challenge.
- Experience of delivering projects or work packages transforming ways of working and which span multiple teams or functions.
- Experienced in process development and optimization
- Extensive experience in managing stakeholders (internal and external to the team)
- Knowledge of MS Office suite to intermediate level including MS Visio
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Desirable

- BCS Business Analysis Practitioner level or above
- BPMN experience
- Six Sigma or Lean qualification
- MS Project intermediate level skills

Planning & Organising

- Job requires the ability to forward plan as well as the ability to deal with several projects and stakeholders with competing deadlines and priorities
- Understanding of how different parts of the business interact and how a change in one process will impact other processes
- Plans and organises own work.

Dimensions

Operating environment: Implementation of the Target Operating Model

Financial responsibility

No DFA but responsibility for identifying and validating opportunities for financial savings.

Creative Responsibility

Creative solution development and presentation of options to senior management

Analytical Responsibility

End to end delivery of documented As Is and To Be cross functional processes with measurable benefits in the To Be state

Location 113 Chancery Lane

Organisation Chart

