**Job Description**

To serve as a critical business partner by analysing business and process requirements, recommending IT solutions, and driving continuous improvement. This role ensures alignment between business needs and IT development through proactive collaboration, strategic guidance, and technical expertise. By fostering strong relationships, managing expectations, and delivering actionable insights, the position supports the successful delivery of projects, enhances operational efficiency, and contributes to the strategic direction of the Technology team.

* Critical analyser of the business / process requirements of the client and recommends an IT solution through review, negotiation and agreement.
* Pro-active ownership of on-going business advice with suggestions for improvement. Provides support to the business and IT development teams throughout the project lifecycle.
* Quickly understands the business issues and data challenges of client's organisation and industry.
* Identifies organisation’s strengths and weaknesses and suggests areas of improvement.
* Secure and manage (alongside the Project Manager) business involvement in projects – User Acceptance Testing, Project Executive, and Project Sponsor.
* Deep understanding of the Technology Team Strategy and IT market trends to ensure that technical awareness is up-to-date and contributes to the technological direction that the Technology team takes.
* Reviews and edits requirements, specifications, business processes and recommendations related to proposed solutions.
* Analysis and documentation of complex business processes and ability to recommend ‘smarter’ working through removing duplication and waste activities (‘lean’).
* Interprets business requirements into technical requirements and interfaces / communicates recommendations into the MIS team to enable technical specification and development.
* Account Management to ensure correct business expectations are set and projects have the best chance of success.
* Act as a focal point for one or a number of parts of the business for issues, plans and Business updates.
* Strong inter-personal working relationship skills to build productive networks and make the business comfortable with Technology Team.
* Wide and deep knowledge of multiple business areas – to process level in addition to systems – and including inter-business area interfaces.
* Coaching of Business Analysts to provide broad and cohesive business knowledge across all UK sites.

**Key responsibilities**

**Purpose**

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| **Position title** | Senior Business Analyst (Industrial & Commercial, Energy & Processing or Corporate) |
| **Date** | 17/07/25 |
| **Line manager title** | Business Systems Manager (Industrial & Commercial, Energy & Processing or Corporate) |
| **Grade** | 7 |

* Highly motivated with a commitment to excel in the delivery of high-benefit, quality solutions.
* Generates enthusiasm among team members.
* Continually seeks opportunities to increase client satisfaction and deepen client relationships.
* Proactively seeks opportunities to serve in leadership roles and challenges others to develop as leaders while serving as a role model.
* Manages the process of innovative change.
* Excellent communication skills to enable interaction at all company levels and build relationships with key stakeholders.
* Proven skills in the capture of business requirements and the delivery of functional specifications to meet the business needs.
* Self-managing, with flexibility to adjust working style to fit with differing projects and teams.
* Process driven individual who understands the benefit of project disciplines.
* Financial awareness.
* Problem solving skills.
* Results driven.
* Facilitates effective team interaction.
* Acknowledges and appreciates each team member's contributions.
* Skilled in the techniques of Technology Team project delivery to enable early involvement in requirements and project definition including recommendation of phasing, prototyping and alternative solutions.
* Develops highly professional and detailed functional specifications and system design specifications for client engagements.
* Adherence to Project Office procedures - standard project documentation, weekly reporting, issues escalation, etc.
* Pro-active support of the Project Manager in delivering projects to time, budget and quality. Able to deputise if required.
* Understands the components of running a fiscally successful project.
* Contributes to the strategic direction of the services / offerings from the Technology Team (i.e. how to increase its relevance to clients).
* Knowledge of escalation process and facilitation of issues escalated to you. Deep knowledge of the business context to those issues and attempt to find appropriate solutions

**Skills**

**Key responsibilities** [cont’d]

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* Manage the relationship between the business and Technology Team at all levels.
* Proactively recommend IT solutions based upon a deep knowledge of multiple business area / region.
* Own requests, prioritised by the OPCOM, from initial business idea to process mapping, to exploration of IT options and through to implementation of IT solutions.
* Use presentation skills to present recommendations to the business – focus on a non-technical audience and the need to negotiate the optimum solution.
* Identify, manage and resolve inter-business area /region conflicts and opportunities (system and process).
* Construct a business benefits case for all Technology projects. Facilitate sign offs and assist business where required.
* Undertake efficient liaison with the Customer Facing Team Manager, Project Office and Project Managers to ensure effective resourcing (people, skills etc).
* Work closely and productively with technical experts within the Technology team to under-take sound client recommendations.
* Produce project estimates jointly with the Project Manager.
* Provide client and business risk assessment information to the Project Manager.
* Assist the Project Manager in delivering projects to time, budget and quality.
* Support the Project Manager in ongoing project progress meetings with the client
* Work closely with the Project Office to ensure visibility of potential projects and ongoing project progress.
* Assist on Project brief production.

Actively embraces the global SUEZ Leadership Behaviours and Group Values by demonstrating:

* **Shape the Future:** Put our client at the centre of our actions, Design an actionable vision, Make sustainability a key differentiator, Dare to innovate and drive continuous improvement.
* **Make it Happen:** Dare to drive change, be exemplary to aim for success.
* **Collaborate to Elevate:** Always lead in the Groups best interests, Foster Transparency & Networks
* **Unleash the talent of your People;** Trust & delegate, Allow each person to grow, Care for yourself & others.
* **Team Spirit**: Together, we work, we collaborate, we problem solve, we support, we encourage and we celebrate.
* **Respect:** We care, we can be our authentic selves, we’re compassionate, we’re ethical and we’re honest. We act to keep everyone safe and well.
* **Commitment to the Environment:** We preserve, restore and protect our planet. We act to reduce, reuse, recycle and recover resources.
* **Customer Focus:** We’re dedicated, focused and creative. We innovate, we advocate and we collaborate with our customers for the environment.
* **Continuous Improvement:** **Demonstrate a proactive and collaborative approach to identify and implement opportunities which continually improve business processes, quality and overall performance.**

**Knowledge**

**Behaviours**

* Formal education or several years of work experience in a relevant business or technology function
* Business Analysis Methodologies
* Knowledge of SSADM and PRINCE 2 desirable

**Qualifications**

* Knowledge of the Waste and Recycling business with specialist knowledge in one of the following:
	+ Industrial and Commercial
	+ Energy and Processing or,
	+ Corporate functions

**Specific candidate requirements**

**Please note:** The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.