**JOB DESCRIPTION/PERSON SPECIFICATION**

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| **A** | **POSITION DETAILS** |
|  | **DIVISION: MIS** |
|  | **JOB TITLE: Senior Business Analyst**  **REPORTING TO: Solutions Delivery Manager** |
|  | **GRADE: 8** |



**‘A FRIENDLY, SUPPORTIVE PLACE WHERE YOU’LL LOVE TO WORK’**

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| **B** | **JOB PURPOSE** |
| Key Activities  * Manage the relationship between the client and MIS at all levels. * Proactively recommend IT solutions based upon a deep knowledge of multiple business areas / regions. * Own client 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 client – 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 MIS 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 IT 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   Any other duties that are reasonably requested within the scope of the job role. | |
| **Key Outputs**   * Business Case documents. * Return on Investment models. * Project Brief * Project Initiation Documents. * Project requirements Documents (Low and High level) * Project Plans. * Risk Logs. * Issue Logs. * Meeting minutes. * Functional Specifications * Project Highlight reports. | |
| Person Specification  * Highly motivated with a commitment to excel in the delivery of high-benefit, quality solutions. * Generates enthusiasm among team members.  1. 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. | |

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| **C** | **KEY RESPONSIBILITIES – Empowered and Engaged Workforce** |
| * Critical analyser of the business / process requirements of the client and recommends an IT solution through review, negotiation and agreement. * Deep understanding of the MIS Strategy and IT market trends to ensure that technical awareness is up-to-date and contributes to the technological direction that the MIS team takes. * Reviews and edits requirements, specifications, business processes and recommendations related to proposed solutions. * Interprets business requirements into technical requirements and interfaces / communicates recommendations into the MIS team to enable technical specification and development. * Coaching of MIS Business Analysts to provide broad and cohesive business knowledge across all UK sites. * Pro-active support of the Project Manager in delivering projects to time, budget and quality. Able to deputise if required. | |

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| **D** | **KEY RESPONSIBILITIES – Customer Service** |
| * Pro-active ownership of on-going business advice with suggestions for improvement. Provides support to the Client and IT development teams throughout the project lifecycle. * Quickly understands the business issues and data challenges of client's organisation and industry. * Identifies client organisation’s strengths and weaknesses and suggests areas of improvement * Account Management of client to ensure correct client 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 client comfortable with MIS. * Wide and deep knowledge of multiple business areas – to process level in addition to systems – and including inter-business area interfaces * Skilled in the techniques of MIS project delivery to enable early involvement in requirements and project definition including recommendation of phasing, prototyping and alternative solutions | |

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| **E** | **KEY RESPONSIBILITIES - Protection** |
| * Adherence to Project Office procedures - standard project documentation, weekly reporting, issues escalation, etc. * 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   In line with SITA UK’s Health and SafetyPolicy the job holder is expected to;   * Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions. * To co operate with SITA UK and with other employees in order to comply with health and safety law and SITA UK’s Health and safety Policies and Procedures * Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety. * To ensure that within his/her areas of responsibility, SITA UK complies fully with its legal duties in respect of the health, safety and welfare of its employees and of other people who may be affected by his/her actions or omissions * To ensure that the responsibilities commensurate with his/her role as laid out in the Health and safety policies and Procedures are fully met. | |

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| **F** | **KEY RESPONSIBILITIES – Profitable and Sustainable Company** |
| * Contributes to the strategic direction of the services / offerings from the MIS Team (i.e. how to increase its relevance to clients). * Develops highly professional and detailed functional specifications and system design specifications for client engagements. * Analysis and documentation of complex business processes and ability to recommend ‘smarter’ working through removing duplication and waste activities (‘lean’). | |

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| **G** | **CORPORATE RESPONSIBILITIES** |
| In line with SITA UK’s Values and Ethics Charter the job holder is expected to ;   * Act in a honest, responsible and respectful manner to others * Be responsible for their own professional conduct * Comply everywhere and in all circumstances with the laws and regulations connected with their activities * Comply with our obligations to our partners such as shareholders, associates, clients, suppliers and the community   Any other duties that are reasonably requested within the scope of the job role | |

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| H KEY KNOWLEDGE/QUALIFICATIONS/TRAINING/SKILLS/EXPERIENCE |
| **KNOWLEDGE/QUALIFICATIONS/TRAINING/SKILLS & EXPERIENCE:** |  |
| Waste service business knowledge desirable |  |
| Business Analysis Methodologies |  |
| Knowledge of SSADM and PRINCE 2 desirable |  |
| Excellent communication skills (verbal, written and presentation). |  |
| Appreciation of existing and new technologies (client-server, PC, Internet, etc.) to maximize project delivery. |  |
| Customer management |  |

*The contents of this job description reflect the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SITA UK may revise the content of this Job Description/Person Specification at its discretion.*