Job description

Service Area: Portfolio Management

Job Title: Senior Business Analyst

Band: 7

Location: Hybrid working, with base office location of an NHSBSA office

Job purpose

The Portfolio Management Directorate delivers projects and programmes within the NHSBSA change portfolio. The post holder is an experienced business analyst who understands user and business needs to ensure that outcomes delivered meet those needs, are aligned to the service vision, are also aligned to organisational strategic objectives and bring value to the wider NHS. They will be working on programmes/projects which will typically be moderate to high in complexity.

Depending on the project requirements, the role may involve providing mentoring and assurance of other business analysis professionals' and their deliverables while strengthening the team's collective skills and capabilities and fostering a team culture. Other projects may require working as an individual business analyst in a more complex programme/project. In any project they'll be key in enabling the NHSBSA to deliver against its strategic goals.

While working to NHSBSA standards and frameworks, they will also work in accordance with the UK Government project delivery standards and ensure that the NHSBSA benefits from access to the most up to date and advanced business analysis practice to support project delivery and actively contribute to and lead the development of the business analyst community and Portfolio as a whole.

In this role, you are accountable for

Requirement gathering – Drive the research and gathering of business requirements against those articulated for the project determining the need and value of performing the activity based on the context

Process modelling – Employ a range of tools and techniques to map 'As-Is' and To-Be' business processes

Gap analysis – Evaluate requirements against the present state (where we are) and the target state (where we want to be) identifying opportunities to develop successful business requirements needed to make the transition

Impact analysis – Analyse the potential consequences of a change and estimate what needs to be modified to accomplish that change and focus on scoping changes within the details of the overall project design identifying potential stakeholders

Benefit analysis – Evaluate the strengths and weaknesses of identified benefits and lead on identifying business-related actions that will assist with project delivery

Stakeholder management and engagement – Engage with business owners, business change lead sand users to ensure delivery of common purpose

Facilitation – Work with business owners and business users to identify needs

System analysis – Co-ordinate the work of systems analysis to ensure business needs are translated into solutions against identified time lines, and work with technical leads to ensure business needs are translated into the technical solutions

Assurance and quality – Apply recognised methodologies and audit test and quality gates

Traceability – Ensure the delivery of change is made against a fully auditable process

Business improvement – Co-ordinate the work with Business Improvement teams and the identification of BAU enhancements and their solutions to ensure that defined project benefits are delivered

Business solution design – Engage with policy and strategy to ensure business systems, workflows and processes contribute to target operating model

Delivery products tools and documentation – Ensure the delivery of change is made against a fully auditable process by producing/assisting with: frameworks; application of methodologies; operating model; functional specification; user cases; user stories; UAT plans and strategy; entry/exit and /or no/no go criteria; defect analysis; forms and templates; guidance; business case

Community of Practice Development & Maturity – Be a proactive member of the portfolio management community in the discipline of business analysis and help develop the NHSBSA maturity levels in business analysis

In addition to the above accountabilities, as post holder you are expected to

1. Be an active contributor and presenter within Portfolio Management Directorate-wide forums and Communities of Practice, proactively sharing knowledge and experience with others to increase wider capability
2. Undertake additional duties and responsibilities in line with the purpose of your role and as agreed by your line manager
3. Demonstrate NHSBSA values and core capabilities in all aspects of your work
4. Encourage an environment where your own and colleagues' safety and well-being is promoted
5. Contribute to a culture which values diversity and inclusion
6. Follow NHSBSA policies, procedures, and protocols as they apply to your role

Working relationships

Responsible to	**Line Management:** Business Analyst Lead/Principal Business Analyst
	Task Management: Senior Responsible Officers and/or Programme/Project Manager
Responsible for	N/A

Key relationships and connections

1. Senior Responsible Owners (SROs) for business area portfolios

2. Senior Portfolio Business Partners

3. Programme and Project Managers

4. Other Business Analysts

5. Portfolio Assurance Team

6. Senior managers and business partners throughout the NHSBSA

7. Internal and external stakeholders, such as DHSC, 3rd party suppliers and other NHS and government organisations

8. Professional business analysis networks

Person specification

Service area   **Portfolio Management Directorate**

Job title   **Senior Business Analyst – B7**

Relevant professional framework

1. This role is aligned to **Business Analyst 3** within the [UK Government Project Delivery Capability Framework](#)
2. The role will be expected to work towards gaining UK Government Project Delivery Profession accreditation to **Practitioner** level, supported and sponsored by the NHSBSA

Personal Qualities, Knowledge and Skills

Essential criteria

- Able to demonstrate application of a wide range of business analysis tools and techniques to gather and analyse information in a complex multi-stakeholder environment, where robust analysis is key to understanding business options
- Demonstrable skills identifying, establishing, and maintaining relationships with stakeholders at all levels
- Resilient and tough minded with confidence and energy, with ability to constructively challenge thinking whilst maintaining rapport
- Self-starting and proactive, self-aware, flexible and adaptable
- A collaborative approach working through multi-disciplinary teams

Desirable criteria

- Good awareness of the NHSBSA's strategy, business plans and major programmes of work

- Awareness of Government Standards for project delivery and analysis (GovS002 and GovS010)
- Evidence of continued personal development

Demonstrated by

- Application form
- Interview

Experience

Essential criteria

- Experience of working on complex change programmes and projects in role of Project Manager or Business Analyst
- Experience of deriving requirements specifications from strategy and business goals, including interpretation between technical and business requirements in complex environments
- Experience managing and/or overseeing other resources in a project environment

Desirable criteria

- Previous work in NHS or large corporate environment
- Knowledge of 5-part business cases and HMT Green Book principles
- Experience of project delivery to Government Digital Service (GDS) service standards
- Experience of Business Process Modelling Notation (BPMN)
- Project assurance and governance

Demonstrated by

- Application form
- Interview

Qualifications

Essential criteria

- Degree-level, or significant demonstrable work-based experience
- BCS™ International Diploma in Business Analysis, or equivalent

Desirable criteria

- PRINCE2™ Practitioner
- APMG Agile Business Analysis Foundation & Practitioner or equivalent
- Better Business Cases™ Foundation or higher
- Further education/certification(s) in change management discipline

Demonstrated by

- Application form
- Evidence of professional accreditation certificates

Core capability (minimum level)

Communicating with Impact & Influence – Level 3

- Confidently engages with stakeholders to advocate and generate commitment to goals

- Communicates using appropriate style, method and timing with colleagues across all levels and functions

- Persuades others, using evidence-based knowledge, modifying approach to deliver messages effectively

- Negotiates well, responding to other people's expectations and concerns

Improving & Innovating – Level 3

- Facilitates flexible use of resources through innovative structuring of teams and resources within own area

- Uses creative methods to involve and generate new thinking from others

- Keeps others informed through a variety of methods in order to inform and gain commitment to changes

- Challenges the status quo and provides constructive feedback to senior managers on change proposals which will affect their business area

- Invites and welcomes challenge to their own or others' views, encouraging robust debate

- Challenges others to identify opportunities for cost saving and service improvements

Working Together – Level 3

- Creates, maintains and promotes a strong network of connections with colleagues across the organisation

- Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same

- Advocates collective decisions, even if their own view differs

- Acknowledges and addresses conflict constructively. Develops a shared solution and makes difficult choices when necessary

- Courageous in bringing out and working constructively through issues that arise from conflicting points of view to find common understanding

Enabling Performance and Potential – Level 3

- Promotes resilience in the organisation by being open and honest about challenges, and the actions required to address any unexpected developments

- Translates organisational strategy into business priorities, ensuring clear responsibilities and ownership

- Acts as a role model in supporting and energising individuals/teams to build confidence in their ability to deliver outcomes

- Champions work-based learning, self-development and talent management to enhance organisational capability Maintains a focus on personal performance consistent with effective delivery

Making & Owning Decisions – Level 3

- Swiftly analyses complex and ambiguous data to provide clarity of thinking for others
- Makes decisions even when all information is not available and/or when under pressure
- Encourages others to move from analysis to action. Identifies decision bottlenecks and unblocks swiftly
- Brings issues to the surface quickly, focusing attention where it is needed to drive a resolution
- Uses a range of involvement/consultation methods to create and generate ownership for ideas for the business, without losing pace or compromising service delivery Uses sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice

Understanding the Bigger Picture – Level 3

- Anticipates economic, social, political, environmental and technological developments to keep own business activity relevant and targeted
- Ensures relevant issues relating to their business area are effectively fed into strategies
- Adopts a whole-organisation perspective to ensure alignment of their business activity with the long-term strategy of the NHSBSA and NHS
- Builds the capability in others to see the bigger picture to recognise opportunities to deliver greater value
- Uses knowledge and insight from the wider environment to produce robust analysis and decision making Adopts a whole-organisation perspective to ensure activities are aligned with the long-term strategy of the NHSBSA & NHS