

Business Analyst

Job purpose: To adapt, develop and use business analysis tools and techniques to support and implement complex change and continuous improvement, for both new and existing IT systems and business processes. Understand key business drivers to enable successful realisation of corporate and functional objectives.

Key Accountabilities

- Delivering business, IT systems and process analysis to improve organisational capability, acting as a key interface between business and technical teams.
- Determining the implications of proposed changes by eliciting, documenting and analysing business requirements.
- Working with Product Owner(s) to assess requirements against the broader strategic plan, operational priorities and wider impact, and ensuring focus on member experience.
- Maintaining requirement traceability accurately and transparently.
- Engaging closely with stakeholders to understand changing needs.
- Preparing materials for and facilitating workshops across business units and project workstreams.
- Conducting and analysing feasibility studies and impact assessments.
- Analysing and documenting "as is" business processes and modelling "to be" processes.
- Supporting the development of business cases with agreed benefits and costs.
- Translating business requirements into project artefacts, such as user stories, specifications, use case documents, system design documents and data definitions.
- Ensuring that development team and/or vendor partners have a clear and complete understanding of the requirements.
- Supporting and facilitating acceptance testing by the user community, including development of test scenario and test scripts.
- Compliance with the agreed delivery framework.
- Establishing effective working relationships with colleagues at all levels to ensure effective delivery of project tasks and products.

Knowledge, Skills & Experience	Planning & Organising
<p>Essential</p> <ul style="list-style-type: none"> • Extensive experience of working in an agile delivery environment. • Experience integration e.g. CRM, finance, other SaaS solutions, • 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 to understand the business drivers for change. • Experience of analysing business and IT requirements in order to achieve process improvements, cost savings and remove inefficiencies. • Experience of using a broad range of business analysis 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. • Good understanding of information and document management principles. • Strong verbal and written communication skills, capable of dealing with people at all levels. • Proven stakeholder management skills, including the ability to adopt an assertive approach and challenge business assumptions, while maintaining a diplomatic, tactful and sensitive manner. • Self-starter, able to innovate, work under own initiative and be comfortable with continual change. • Experience of being able to deliver under pressure to tight deadlines, prioritising work across multiple workstreams. • Flexibility is essential to meet committed project deadlines. 	<ul style="list-style-type: none"> • Ability to forward plan and organise own work. • Ability to manage the demands of multiple projects/ workstreams and stakeholders. • Understanding of how to work with different parts of the business and manage their priorities and competing interests. • Ability to integrate and align plans collaboratively with a broad range of internal and external functions.

Desirable

- Business Analysis qualification, such as a BA Diploma or equivalent.
- Experience of working in a MS Dynamics365 environment (or similar systems such as Salesforce, Oracle, SAP) to deliver customer engagement capabilities.
- Knowledge of Microsoft 365 suite of business tools, Office suite, Visio, Project, SharePoint Online and Teams.
- Experience on Financial compliance projects (FRS102)

Dimensions**Operating environment**

- Reporting to the **Portfolio Manager**
- Engaging staff at all levels across the organisation, ensuring that solutions meet their needs.

Financial responsibility

- Analysis of business benefits in preparation of business cases.

Creative responsibility

- Autonomy to use expertise and develop self and others.

Analytical responsibility

- Process modelling, requirements prioritisation, cost/benefit analysis, feasibility studies, impact assessments.

Location

- Based at Chancery Lane, London but flexibility to work from home (as agreed with line manager).
- Occasional travel to other Law Society sites may be required.
- Full time, 5 days a week