

Job Description

Job Title:	Business Analyst
Departments:	Information Technology
Purpose of the role:	To lead the business analysis effort and requirements development for large and/or complex IT projects, across all aspects of the business. To liaise between the business, testing and technical development teams to ensure changes to IT systems are fit for purpose, well documented, understood and owned by the relevant business department(s).
Dimensions:	
Reports to:	IT Projects Portfolio Manager
Direct reports:	None
Indirect report:	None
Main contacts:	The Senior Management Team, End Users, Project Managers, Test Analysts, the Retail Applications Team (IT), the Service & Infrastructure Team (IT) and third party software vendors.
Scope:	To provide analysis skill, advice and experience to any IT software enhancement or new development.
Accountabilities:	To ensure that the business solutions developed for The White Company, either internally or externally by third parties, meet the business requirements and are fit for purpose based on the current and new business processes.
Duties and responsibilities:	<ul style="list-style-type: none">• Leading the business analysis effort for large/complex projects, providing detailed estimates for all business analyst tasks, and co-ordinating business analysis activities.• Assisting the Project Manager with the creation of initiation documents, stakeholder analysis, and third party software/external vendor evaluations.• Leading discussions with the business stakeholders to agree project objectives, scope, business benefits and business acceptance criteria.• Gathering, understanding, documenting and validating business requirements, by engaging with a full range of stakeholders, from sponsor to end user.• Translating the business requirements into a set of functional and non-functional system requirements, with detailed acceptance criteria.• Supporting the business departments in the creation, amendment and/or refinement of their business processes, whilst ensuring they retain ownership for them.

- Gaining formal sign-off for key project documentation (e.g. requirement catalogues and solution specifications).
- Providing the communication link between the business stakeholders and all solution providers, whether internal developers, third party software vendors or a mixture.
- Working closely with third party software vendors to ensure outsourced work packages are clearly documented and understood.
- Assisting the Test Analysts with the preparation of test packs (scenarios and/or scripts).
- Leading the execution of user acceptance testing and co-ordinating business user activities, where necessary.
- Assisting the business departments with software training prior to the deployment of a project, by training the trainer (usually key end users on the project team).
- Assisting the Project Manager with the pre- and post-implementation tasks e.g. change controls, release testing, implementation support, issue tracking and resolution, handover to support, transition to business as usual support.

Personal attributes:

- A team player with a proven track record in analysing and supporting software change.
- An expert on the process and best practices for conducting requirements capture; an individual who leads by example.
- Conscientious and thorough, with an ambition to deliver quality software solutions.
- A quick learner able to understand the demands of an agile Retail business.
- Able to organise, manage and prioritise own workload, and that of others, to ensure deadlines are met.
- Strong knowledge of writing requirements specifications for Information Systems.
- Results orientated with excellent communication and interpersonal skills.
- Able to communicate at all levels: from CEO down to End User
- Able to facilitate stakeholder workshops and chair meetings efficiently.
- Able to have a strong impact and influence key decisions.
- Able to build and maintain strong working relationships with key business stakeholders.

IT Capabilities:

- Excellent MS Office skills
- Practical experience of large/complex software developments
- Good knowledge of ERP systems in a retail environment

Experience required:

- Experience working in an IT environment on larger/complex IT projects.
- An understanding of the multi-channel retail business, and a breadth and depth of knowledge and experience of working in the retail industry.
- In-depth experience of the whole solution development life cycle, able to operate in the initial conceptual design stage, in the depths of system testing, during implementation support, and at each stage in between.
- Strong experience interacting directly with senior stakeholders and end users.

- Strong experience working with third parties to deliver outsourced software changes.