### Job Description

**Job title:** SeniorBusiness Analyst

**Grade:** 9

**Directorate:** Resources

**Unit:** Technology Group

### Job purpose

1. Engage with GLA/MOPAC/LLDC and partner business teams, both individually as well as in groups to gather information about their business processes, lifecycles, needs and requirements from a technology and digital perspective.
2. Analyse information gathered to determine the best options for user needs and requirements, presenting these options to stakeholders in the most appropriate method and produce GLA’s governance documents.
3. Work closely with business leads and product / service owners, prioritising needs and requirements and produce appropriate and testable acceptance criteria.
4. Produce structured documentation including wireframes, user journeys, specifications and requirements documents and story backlogs in the most appropriate formats
5. Take part in procurements for specialist products and services and contribute to the planning and allocation of resources.
6. Work with delivery managers, testers and stakeholders to deliver projects and products, ensuring that standards and acceptance criteria are met
7. Produce material for and conduct planning, communication and training events e.g. sprint planning, retros, refinement sessions, show-and-tells etc.
8. Lead in ensuring that the development processes adhere to the project’s quality and acceptance criteria standards.

**Principal accountabilities**

1. Engage with stakeholders at all tiers of the GLA to understand their business processes and document their needs and requirements, using workshops, one to one meetings and a variety of other engagement formats.
2. Produce and assist in producing GLA’s project governance documents e.g. business cases, approval reports, risk profiles etc.
3. Using the most appropriate techniques and tools and working with colleagues e.g. developers, user researchers as well as product owners, break down user needs and requirements, prioritise them, estimate work effort, research possible solutions options.
4. Produce and enforce development, delivery and quality standards and acceptance criteria for each project, service or product being developed
5. Document (e.g. wireframes, backlog, specifications documents) all project, service and product requirements and details using a variety of appropriate tools such as JIRA, MS Office, Google docs and Visio.
6. Assist GLA procurement officers to carry out procurements of goods and services required for projects.
7. For internal and procured resources, contribute to resource planning and management at the GLA.
8. Become a full contributing member of project teams to ensure that project deliverables match the quality and acceptance criteria, fully managing any changes to existing requirements and capturing new requirements.
9. Regularly communicate to the GLA and wider community, via events, presentations, blogs etc. significant or interesting project activities as well as latest developments in the technology and digital landscape.
10. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.
11. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and project teams.

**Key relationships**

|  |  |
| --- | --- |
| Accountable to: | Programme Manager |
| Accountable for: | Resources allocated, deliverables and staff time |
| Principal contacts: | Staff of the Authority, Assembly Members, the Authority's partners, suppliers and external stakeholders. |

**Person specification**

Technical requirements/experience/qualifications

1. Knowledge and experience of carrying out business analysis in a technical and digital environment
2. Experience of working in an Agile development environment
3. The ability and experience of documenting user needs and requirements, project specifications etc. to a very high quality and for multiple audiences and to present them orally to technical and non-technical audiences.
4. Experience of communicating confidently in a variety of settings, to varied audiences and ability to communicate complex / technical concepts to a non-specialist / non-technical audience.
5. Experience using tools such as JIRA and Confluence
6. Experience of using analysis, wireframing and documentation tools such as Visio, balsamiq etc

**Behavioural competencies**

**COMMUNICATING AND INFLUENCING**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Why is it important?

So that we can effectively engage our diverse audience - colleagues, external partners and Londoners - and ensure they understand, respond to what we do and help us to deliver.

Level 2 indicators of effective performance

* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
* Challenges the views of others in an open and constructive way
* Presents a credible and positive image both internally and externally

**STAKEHOLDER FOCUS**

… is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Why is it important?

Stakeholders are anyone (internal or external) on whom our work impacts. We need to manage their expectations, respond to their aspirations and use diverse views to shape our work and deliver our vision for London.

Level 3 indicators of effective performance

* Understands diverse stakeholder needs and tailors team deliverables accordingly
* Is a role model to others, encouraging them to think of Londoners first
* Manages stakeholder expectations, so they are high but realistic
* Removes barriers to understanding the needs of diverse stakeholders, including hard to reach groups
* Focuses own and team’s efforts on delivering a quality and committed service

**MANAGING AND DEVELOPING PERFORMANCE**

… is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA’s objectives and statutory obligations.

Why is it important?

We want to perform at the highest standard to deliver the GLA’s objectives. This means encouraging everyone to use their skills and knowledge in the most effective way and develop to their full potential.

Level 2 indicators of effective performance

* Seeks opportunities to develop professional skills and knowledge and encourages team to do so.
* Ensures own and others’ workloads are realistic and achievable
* Provides staff with clear direction and objectives, ensuring they understand expectations
* Recognises achievements and provides constructive feedback and guidance
* Gives staff autonomy and confidence to perform well and to their potential

**DECISION MAKING**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Why is it important?

The decisions we take have wide and far reaching implications and we need to be sure they are well founded, fair and will stand up to scrutiny.

Level 2 indicators of effective performance

* Takes decisions as necessary on the basis of the information available
* Makes decisions without unnecessarily referring to others
* Involves and consults internal and external stakeholders early in decisions that impact them
* Identifies potential barriers to decision making and initiates action to move a situation forward
* Demonstrates awareness of the GLA’s decision making processes and how to use them

**PLANNING AND ORGANISING**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Why is it important?

Success is measured by results. We will be judged by our ability to turn ideas and opportunities into concrete actions, working in partnership with others to deliver clear outcomes for Londoners in priority areas.

Level 3 indicators of effective performance

* Monitors allocation of resources, anticipating changing requirements that may impact work delivery
* Ensures evaluation processes are in place to measure project benefits
* Gains buy-in and commitment to project delivery from diverse stakeholders
* Implements quality measures to ensure directorate output is of a high standard
* Translates political vision into action plans and deliverables

##### **RESEARCH AND ANALYSIS**

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

* Proactively seeks new information sources to progress research agendas and address gaps in knowledge
* Grasps limitations of or assumptions behind data sources, disregarding those that lack quality
* Analyses and integrates qualitative and quantitative data to find new insights
* Translates research outcomes into concise, meaningful reports
* Identifies relevant and practical research questions for the future

**PROBLEM SOLVING**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Why is it important?

Our work involves breaking new ground. We need to understand the challenges the GLA, the GLA Group and other partners face and respond innovatively with new ideas and ways of working together.

Level 2 indicators of effective performance

* Processes and distils a variety of information to understand a problem fully
* Proposes options for solutions to presented problems
* Builds on the ideas of others to encourage creative problem solving
* Thinks laterally about own work, considering different ways to approach problems
* Seeks the opinions and experiences of others to understand different approaches to problem solving

**RESPONDING TO PRESSURE AND CHANGE**

… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Why is it important?

We operate in a challenging social, economic and political context that is constantly changing. We need to respond to this positively and resiliently to ensure we continue to meet the needs and expectations of Londoners.

Level 2 indicators of effective performance

* Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
* Anticipates and adapts flexibly to changing requirements
* Uses challenges as an opportunity to learn and improve
* Participates fully and encourages others to engage in change initiatives
* Manages team’s well-being, supporting them to cope with pressure and change

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work