

## Job Description

# Operational Business Analyst

### Purpose of the role

To support stakeholders in identifying and developing business requirements, supporting the development, testing process and implementation of business and system projects. To provide expertise on a range of technical solutions and present potential options to the identified business requirements.

### Key Accountabilities

#### Analysis and Performance

- Liaise with internal stakeholders to ascertain an in depth understanding of their current and likely future business requirements, and present these as required to the Charitable Operations Management Team and Project Steering Group.
- Develop implementation plans for solutions in conjunction with the Project Manager and Project Coordinators by identifying needs, liaising with users, stakeholders and suppliers for regular review and direction.
- Provide regular feedback and progress reports to employees, managers and stakeholders.
- Assist with the preparation of project documentation such as, feasibility studies, business cases and close down reports.
- Produce detailed requirements documentation and functional specifications for approved projects and system developments.

#### Project Management and Reporting

- Ensuring that Charitable Operations' projects are authorised by the relevant project owner and all required documentation has been completed.
- Ensuring (where appropriate) that the project methodology is followed and that all documentation is available prior to completion of each stage.
- For projects that meet the change management criteria ensure that the process is adhered to.
- Responsible for project managing any assigned projects following the agreed delivery timescales that fall within the departmental objective plan.
- Maintain project documentation to a level of detail suitable for each project.
- Notify the project manager and other project stakeholders of any significant project issues at the earliest possible stage.
- Liaise with stakeholders, third parties and users to arrange suitable resources for scoping requirements, reviews, user acceptance testing etc.

### Regulatory Compliance and incident reporting

- Assist with understanding, defining and implementing requirements arising from legal and regulatory compliance requirements as required.
- Work with the Compliance Specialists and the Data Protection Officer to ensure any system changes follow policies and guidelines.
- Escalate any discovered non-compliance within existing systems to the Continuous Improvement Manager.

### System Customisation and Development

- Work closely with IT to design, plan and implement improvements to both existing systems and new systems through the use of customisations, configuration and coding.
- Request and assess quotes and proposals from third parties.
- Provide expertise and recommend solutions to meet business requirements through both projects and BAU changes.
- Liaise with the IT Systems Analyst to develop enhancements to Microsoft Dynamics CRM.

## Skills, Qualifications and Experience

### Experience and Track Record

- Proven experience of working in a systems analyst environment.
- Project management experience.
- Experience of defining system requirements and preparing system specifications including end user engagements.
- Ability to explain technical details.
- Excellent analytical skills.
- A good problem-solving attitude.
- Expert or advanced level in Microsoft Excel.

## Capabilities profile – technical skills/knowledge

### Essential

- Proven experience of working with Microsoft Dynamics 365.
- Understanding of recognised best practice techniques and frameworks for business analysis and project management.
- Experience of supporting projects throughout the project lifecycle from initial identification through to successful planning, implementation, acceptance and review.
- An ability to prepare and interpret flowcharts, schedules and action plans, with a grasp of statistical information and correlation to other statistics and/or factors.
- Ability to communicate with non-technical employees.

**Desirable:**

- Knowledge of relevant standards, (business continuity, data security and data protection).
- Ability to support end users with technical guidance post project go-live.
- Knowledge and Experience of Microsoft Dynamics CRM configuration and customisation.

**Reporting line, structure, key working relationships****Reports to:**

- Continuous Improvement Manager.

**Direct Reports:**

- None.

**Key Interfaces:**

- IT Systems Analyst.
- Head of Operational Business Support.
- Senior Management Team.
- I.T Department.
- Finance Department.
- Operations Managers.
- Team and Case Managers.
- Teams within Charitable Operations.
- Data Protection Officer.
- Communications Team.

**Resources, scale and scope of role, location and any travel factors:**

Charitable Operations' demand and the cost of running the Charitable Operations team has exposure at Governors' level and needs to be robustly understood, with trends in data clearly explained.

Based in Harlow with occasional travel to business meetings, exhibitions and supplier and stakeholder premises.

Motability's offices are based in Harlow, Essex. We offer both blended and flexible working arrangements which can be discussed as part of the application process. It is expected that the role will require three days per week in the office.