Job Title:	Manager, Business Analysis	Reports to:	Senior Manager, Business Analysis & Quality Assurance
Division:	Digital Business	Department:	Technology
Grade:	Band 5	Date:	May 2024
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The Manager Business Analysis will be responsible for leading a team of Business Analysts in applying business analysis tasks and techniques. The role will work as a liaison among stakeholders in the Business Units and the Technical teams in order to understand the structure, policies and operations, and to recommend technical solutions that enable the Business Units to achieve their goals.

The role is responsible for carrying out business analysis tasks, including the identification and documentation of actionable user requirements in the form of a Business Requirements Document.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting (to add up to 100%)	Output
Strategic Planning	30%	• Together with the architects, communicate with the heads of their business units to understand their local strategies, develop corresponding long-term plans for IT, negotiate these plans with local business leaders and document the agreed plans for IT as Considerations and Visions relevant for their business units
Initiative Delivery	70%	• Participate in Initiative Delivery Step 1: Initiatiation, which entails definition of the BRD (by BA), Solution Overview and Solution Designs (by Architects). • Work with the teams that are writing business cases for new initiatives, participate in writing of RFP

| | | documents, work with product management teams to define solution features. |
| | | • Analysis and Documentation of Requirements- The role will be responsible for the analysis of Business Requirements and documenting Business Requirements Documents (BRD) using documents from business teams such as Product Management, for example documents on Confluence, and screen mock-ups. The BRD will clearly define the requirements from a technical perspective, documenting details of new solution technical capabilities and/or how existing solutions will be modified to provide the desired technical capabilities. The role is also responsible for questioning – to a point of technical clarity – the need for the requests made in the business requirements.

• Requirements assessment and validation: The role must test requirements (prior to implementation) to ensure that they meet stakeholder objectives and are technically sound. In order to do this, the role must develop the master test plan, which is developed to test the requirements, and which may also be responsible for Technical Quality Assurance once the final project deliverables are ready.

• Management, Communication and Control of Business Requirements: Using the Requirements Work Plan, the role shall manage the business analysis process; the role shall also manage changes to documents and requirements and the RWP; track status of tasks in the RWP; communicate with stakeholders such as the project manager, business sponsor, and others involved in the business analysis and project management process.

• Assists the architects to write Solution Overviews and Solution Designs based on the BRD

• Communicate with other analysts and business analysts to enable global optimization of strategic IT-related decisions. |

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	Business Analysts
Indirect Reports	Consultants from Technology Vendors

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal • Solution Architects • Business leaders • Product managers • Delivery managers • IT software developers	External • Vendors / Partners

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make *(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.*
Managerial – generate BRDs in collaboration with business leaders and Solution Architects

Work cycle and impact: time horizon and nature of impact (Planning) *(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)*
Short-Term Planning – 3 - 6 months Long-Term Planning – 6 months – 5 years

Ideal Job Specifications
• A Bachelor's degree in Computer Science, Computer Engineering, Information Technology or related field of study from a recognized university. • At least 4 years' work experience as a systems developer/business analyst in a busy IT development environment, 2 years of which must include experience in systems analysis. • Preferably certified in CBAP or IIBA • Familiarity with DevOps, Agile working and CICD • Experience in writing formal Use Cases and other UML tools • Experience in software development lifecycle management using waterfall, agile & hybrid methodologies. • Excellent systems analytical and communication (written and verbal) skills along with meeting facilitation skills • Proven track record for delivery of large scale, complex projects delivering financial customer solutions; demonstrable leadership skills and organizational experience. • Demonstrated experience in producing requirements that support test-driven development. • Ability to communicate and influence others.

Behavioural Competencies	
	Knowledge of IT

Overall understanding of the essential IT-related processes and common IT management best practices in different areas including, among others, the following IT-related topics:

- Business analysis skills – carrying out analysis on business requirements to produce a BRD that can be converted to technical designs
- Project management – delivering new IT projects in a well-organized and predictable manner on time and budget
- Release management – organizing the system rollout through different stages and environments, e.g. development, testing and production
- Service management – controlling the quality of provided IT services, e.g. service level agreements (SLAs)

Knowledge of Business

From the business perspective ideal analyst should have a reasonably good understanding of how organizations work in their different aspects.

- Should feel comfortable speaking about business strategy, competitive advantages, business capabilities and processes.
- Should be able to explain the implications of various IT-related planning decisions for the business of an organization to a wide business audience.
- Should be familiar with various business decision supporting tools (e.g. SWOT analysis, value chain, BCG matrix, etc.)
- It is desirable for business analysts to be aware of popular investment calculation and business case assessment techniques.
- Expected to have some feel of organizational politics and culture to be able to effectively promote their decisions and cope with potential resistance.

Effective Communication

Essential communication skills:

- Finding appropriate words for a verbal conversation with different general stakeholder groups as well as with specific individuals representing these groups
- If necessary, finding appropriate arguments for explaining the benefits of a disciplined information systems planning approach in general

Collaborative Attitude

Productive collaboration as part of an EA practice requires from business analysts possessing the following personal traits:

- Readiness for finding the middle ground between conflicting opinions and needs
- Willingness to trade local advantages for global benefits
- Readiness to follow and commit to collective decisions, plans and courses of action regardless of personal opinion |