



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title:** Business Analyst

**Department/Division:** Business Improvement Unit  
**Accountable to:** Business Change Team Leader

Competency	Criteria	E/D
Knowledge and Experience	<ul style="list-style-type: none"><li>Educated to degree level in an IT related discipline, with a recognised BA qualification or significant experience as a Business Analyst.</li></ul>	E
	<ul style="list-style-type: none"><li>Awareness of lean methodologies and tools, including stage gate project methodologies.</li></ul>	D
	<ul style="list-style-type: none"><li>Evidence of tenacity and patience, with a proven ability to use negotiating, influencing, presentational and networking skills to remove obstacles to process design and development.</li></ul>	E
	<ul style="list-style-type: none"><li>Experience of working in a customer service/customer facing role with the emphasis on being able to understand customer concerns</li></ul>	D
	<ul style="list-style-type: none"><li>Ability to proficiently use Word, Excel, PowerPoint and Visio.</li></ul>	E
	<ul style="list-style-type: none"><li>Significant experience of authoring high quality process documentation</li></ul>	E
	<ul style="list-style-type: none"><li>Significant experience of workshop facilitation.</li></ul>	E
	<ul style="list-style-type: none"><li>Experience of working with a range of colleagues, across different organisational functions.</li></ul>	E
	<ul style="list-style-type: none"><li>Lean/Systems Thinking or similar process based change experience.</li></ul>	D
	<ul style="list-style-type: none"><li>Experience of managing or contributing to projects using a formal methodology such as PRINCE2.</li></ul>	E
Teamwork	<ul style="list-style-type: none"><li>Excellent interpersonal skills.</li></ul>	E
	<ul style="list-style-type: none"><li>Excellent team player.</li></ul>	E



	<ul style="list-style-type: none"> <li>• Prepared to be flexible.</li> <li>• Ability to maintain effective working relationships</li> <li>• Actively promote team values, including accepting and promoting agreed standards.</li> <li>• Encouraging and supporting other team members and supporting management in achieving agreed goals.</li> <li>• Ability to lead, manage and/or mentor staff as required.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Problem Solving and Initiative</b>	<ul style="list-style-type: none"> <li>• Good investigative and diagnostic skills.</li> <li>• Ability to quickly interpret user requirements and produce viable proposals.</li> <li>• Demonstrate the ability to document process design output that is both consistent in level definition, retains integrity with other interfacing processes and can be readily used to inform both system functionality and role based change requirements.</li> <li>• Able to lead others through a structured problem solving exercise.</li> <li>• A readiness to challenge the status quo and proactively identify and solve problems, including a willingness to understand issues beyond the boundaries of the project.</li> <li>• Experience in influencing System Owners and negotiating optimal outcomes.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>• A flexible and adaptable approach to work, with the ability to deal with high degrees of complexity, ambiguity and changes of business focus.</li> <li>• Able to work with minimal supervision. Self-confident and self-motivated. Able to organize, prioritize and plan own work and the work of others.</li> <li>• Advanced organisational skills including the ability to run meetings with stakeholders with varying skills and communication styles.</li> <li>• Ability to delegate tasks effectively.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Skilled communicator with evidence of targeting communication style to audience.</li> <li>• Excellent facilitation skills, able to lead workshops involving all forms of stakeholders to achieve agreed outcomes.</li> <li>• Excellent verbal and written communication skills with an ability to write complex reports.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>



	<ul style="list-style-type: none"><li>• Able to interpret and present complex information to a variety of non-technical audiences.</li><li>• Takes initiative to keep others informed.</li></ul>	E E
Teaching and Training	<ul style="list-style-type: none"><li>• Ability to pass on knowledge to others, both in one-to-one and formal training environments.</li><li>• A willingness to undertake further training and to learn and adopt new procedures as and when required.</li></ul>	E E

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**