



business systems analyst

reporting to – lead business analyst

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

Working with stakeholders – internal and external – to define workable IT solutions.

Our IT projects and analysis team works with key stakeholders across the organisation to deliver major IT changes that improve the capability of our service. As a business systems analyst, you'll build relationships across our organisation to help you define workable IT solutions – capturing, understanding, refining and prioritising the needs of the organisation using strong knowledge of the internal IT systems. To do this you'll use a variety of tools, techniques and methods, including user stories, workshops and storyboards.

By listening carefully, asking thoughtful questions, thinking pragmatically and communicating effectively, you'll come to understand your customers' needs, playing a key role in taking requirements forward and knowing what's needed from a technical perspective. Your input into the IT department's process and procedure improvements will be critical in helping us continue to deliver the excellent service that our customers expect.

how we'll measure your success

- your ability to work towards and deliver the deadlines for the project, as set out by the project or programme managers
- delivery of your own objectives, as set out with your manager in your personal growth plan (PGP) – you'll be reviewed against your progress on the business analyst career model
- feedback from customers, colleagues, and your manager
- how you've lived our values and demonstrated the behaviours we expect of everyone working here every day

you're accountable for...

our customers - our people - our reach - our service

- being actively involved in all stages of the IT systems project life cycle – from concept to implementation
- making sure each solution meets our requirements
- working with your stakeholders to define and agree the scope of every project
- manage those stakeholders' expectations and communicate effectively with people at all levels of the organisation, throughout the project lifecycle



- creating, reviewing and maintaining analysis artefacts including requirement and technical specifications, process maps, unified modelling language (UML) models and other diagrams
- making sure the whole project team understand the technical aspects of the solution
- leading workshops that explore IT system solutions – you’ll be working with both technical and non-technical colleagues
- being methodical in your approach to problem solving and driven to achieve results
- understanding the environment you operate in quickly and thoroughly – taking into account people, applications, technologies, data and processes
- working alongside external and internal consultants to improve our customer journey through the use of new and existing technologies
- taking personal responsibility for delivering on your objectives in line with our values
- building relationships with our customers and your colleagues, and working as a team to deliver the right solutions for all our stakeholders
- using your knowledge and understanding of our organisation and IT systems to help stakeholders reach key decisions

your experience includes...

- working on complex projects, ideally as a business systems analyst, working closely with stakeholders at all levels of an organisation
- having experience of listening to and understanding clearly what customers require – you’ll need to be getting to the heart of the problem effectively at all times
- being able to locate technical problems and identify potential solutions – you’ll be working with stakeholders and technical colleagues to resolve issues
- dealing with business process mapping and re-engineering
- having experience of dealing with internal and external stakeholders to analyse data and information provided, to ensure that solutions fit our needs as an organisation
- establishing a compelling business case through collaborative working with your stakeholder groups
- having dealt with demanding stakeholders – you’ll need to be confident in pushing back and managing expectations
- working in an environment that uses Agile and Waterfall methodologies
- having experience of bespoke system design and implementation would be an advantage, as well as commercial off the shelf (COTS) design
- showing very strong communication skills – you’ll be confident with influencing and guiding stakeholders in defining the right solution for their needs
- being skilled in building and maintaining effective and collaborative working relationships with stakeholders from all areas of the organisation



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- showing that you're flexible and can adapt – we're working in an environment that is always changing
- prioritising and organising your own workload – you'll be reprioritising wherever needed, while also following things up and taking ownership for moving things as far forward as possible at all times
- taking on board coaching and feedback, enabling you to continually improve
- being approachable and collaborative, and working well as part of a team
- having great attention to detail, and being accurate – your customers will be relying on you to clearly document their requirements
- holding or working towards an ISEB (Information Systems Examinations Board) or equivalent business analysis qualification
- demonstrating a working knowledge of how sections of an IT estate work together would be desirable
- having a good understanding of .NET, NServiceBus and how structured query language (SQL) databases work
- understanding UML and knowing how to code in SQL would be desirable
- having knowledge of Microsoft SharePoint and Microsoft Dynamics would be an advantage

we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel*/fair

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum



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provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet — so we care about the resources we use and the money we spend