

Job Title	Lead Business Analyst
Department	IT & Cyber Security Programmes
Reports to	Senior IT Programme Manager
Grade	Technical Tier 3
Purpose & Overview	This role will report into the IT department, but you should ideally have previous utilities experience, and in particular, experience of delivering IT solutions in or for utilities clients. You should also be adept at managing a portfolio of projects and/or programme of works in a largely outsourced environment. You will need to work at all levels of the organisation, experienced with handling multiple requirements and stakeholders concurrently, all whilst successfully influencing key decision making to ensure IT Programmes and Projects of works are identified, prioritised and outlined. You will report directly to the Senior IT Programme Manager and will work closely with Programme Manager, Project Managers and key business sponsors and stakeholders to lead requirements definition, to identify projects, and ensure quality deliverables meet the business need. This is an excellent opportunity for a very high-quality Lead Business Analyst to join an innovative, fast paced Utility company based in South Wales. • You will be adept at understanding and managing a wide range of business and IT requirements in a largely outsourced environment. • You will need to work at all levels of the organisation, scoping everything from a large programme of work to critical small changes. • You need experience handling multiple requirements and stakeholders concurrently, all whilst successfully influencing key decision making and driving projects of work to investment to ensure they are initiated in line with the agreed roadmap. • You will report directly to the Senior IT Programme Manager and will work closely with the Business Relationship Managers and Project Managers to support work identification, strategic alignment and prioritisation.
Key Accountabilities	This role is centred around leading a team of Business Analysts, analysing and recording stakeholder requirements. You will lead the business analysis team to validate business benefit, record requirements, shaping a project of work, before gaining

	investment sign-off at executive level. The role is primarily supporting waterfall-based project delivery. At a high-level, you will: • Work with project sponsors to analyse and document IT or business requirements • Lead the business analyst team to work alongside IT Solution Architects to review and match requirements to an appropriate solution • Manage any external tender selection event for new technology, or utilise procurement framework partners to leverage existing technology solution • Write an investment paper with concise summary, project cost, associated risks, timelines, and any associated financial forecasting, ready for investment sign off and handover to a Project Manager • Coach and mentor Business Analysts on best practice • The role holder should be comfortable managing a team of Technology Business Analysts. Projects and changes are varied and could cover any area of the business, from regulatory finance to customer experience, to technical IT change, with all major projects supported by a five-year roadmap, where managing and prioritising workload to the plan is key, in addition to facilitating timely decision making, and expectation setting where required.
Technical Know-How & Skills	• Facilitation and recording of requirements through workshops and other techniques e.g. use case, and process/workflow analysis, is essential, in addition to excellent verbal and writing skills. • You must be adaptable, being able to leverage your skillset in a remote environment, with knowledge of Microsoft 365 a key enabler. • You should demonstrate excellent listening skills, and be able to work independently, managing your own workload, and prioritising as required. • Picking up urgent issues and supporting team members is part of a standard week, as is the ability to be flexible and jump in to advise or facilitate where business knowledge and skill set can be utilised e.g. to support training, communication or testing. • You need to be determined and tenacious, driving key decisions from senior stakeholders inside and outside of IT to meet target investment dates. • Organise and run workshops • Create and review high level and detailed BRDs • Document and manage requirements • Scope and size a project ready for investment • Undertake as-is, to-be and gap analysis

	• Liaise with Solution Architects and Project Managers to ensure technical and delivery fit • Liaise with stakeholders at all levels of the organisation • Identify risks, issues, and dependencies • Work with internal and external partners and be commercially aware
Qualifications	• Degree level education mandatory • ISEB Business Analysis or equivalent highly desirable • Prince 2 Foundation or equivalent Project management qualification desirable • ITIL experience / qualification desirable (helpful for interaction with IT Operations and Acceptance into Service)
Job Dimensions	Reporting to the Senior IT Programme Manager. Line Management of <u>three</u> permanent members of staff: • Two Senior Business Analyst • One Business Analyst Plus contingent workers and/or suppliers as needed. Based in Wales & West House, Newport, subject to Hybrid Working