

Job Title	Senior IT Business Analyst
Department	IT
Reports to	Lead IT Business Analyst
Location	The role is based at our Head Office in Celtic Springs, Newport, just off Junction 28 of the M4. Wales & West Utilities has a hybrid working policy with a portion of the week, currently 50%, spent working at our Head Office.
Purpose & Overview	<p>This role sits within IT, but you will work closely with all levels across the breadth of the business.</p> <p>Centred around analysing and recording stakeholder requirements, you will help validate business benefit, record requirements, shaping a project of work, before gaining investment sign-off at executive level. The role is primarily a waterfall-based pre-project delivery.</p> <p>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. This is an excellent opportunity for a high-quality Business Analyst to join an innovative, fast paced Utility company based in South Wales.</p>

Key Accountabilities	<p>This role is centred around identifying, recording and analysing stakeholder requirements. You will help to shape a project before gaining investment approval at executive level.</p> <p>At a high-level, you will:</p> <ul style="list-style-type: none">• Work with the project sponsor and key stakeholders to define and agree the objectives and scope of new work• Work with the sponsor and a wider range of stakeholders to analyse and document business requirements (Functional, non-functional, technical and general)• Work alongside the IT Architecture team to review and match requirements to an appropriate solution• Manage tender selection events for new solutions, or utilise procurement framework partners to leverage existing technology solutions• Write Investment Papers (Business Cases) with a concise summary, project costs, associated risks, timelines, and any associated financial forecasting, ready for executive approval and handover to a Project Manager <p>You will be expected to:</p> <ul style="list-style-type: none">• Assist in the coaching and development of more junior staff• Review and quality check the work of more junior and contract IT Business Analysts• Actively contribute to the development and updating of processes and procedures across the IT Team• Deputise for the Lead IT Business Analyst as and when required <p>Projects and changes are varied and could cover any area of the business, from regulatory to customer experience to technical IT change. Managing and prioritising workload to plan is key, in addition to facilitating timely decision making, and expectation setting where required.</p> <p>You will be expected to work on projects of medium to large size/complexity.</p>
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Technical Know-How & Skills	<ul style="list-style-type: none"> • Be able to document and agree the objectives and scope of a project and size it in terms of likely complexity and duration • Able to identify and record of requirements using workshops and other elicitation techniques such as interviewing and records analysis • Possess excellent verbal/written skills and be a good listener • Be able to work independently, managing your own workload and prioritising as required • Be adept at working concurrently on several projects in a largely outsourced environment • Be able to prepare Investment Papers (Business Cases) and shepherd them through the review and approval process • Be adaptable and able to leverage your skillset in a remote environment, with knowledge of Microsoft 365 being a key enabler • Be determined and tenacious, driving key decisions from senior stakeholders inside and outside of IT to meet target dates • Be flexible and willing to pick up urgent issues and support other team members • Undertake as-is, to-be and gap analysis • Liaise with Technical Architects, Project Managers, Service Managers and external partners to ensure technical and delivery fit • Liaise with stakeholders at all levels of the organisation • Identify risks, issues, and dependencies • Work with Procurement and Legal to facilitate the tender process • Work with internal and external partners and be commercially aware • A good knowledge of IT terms and concepts is expected
Qualifications	<ul style="list-style-type: none"> • BCS International Diploma in Business Analysis, or equivalent, is highly desirable • Prince 2 Foundation, or an equivalent Project Management qualification, is desirable • Degree level education, or equivalent, is mandatory