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| **Role:** | **Business Analyst** |
| **Department:** | **Solution Architecture and Technical Delivery** |
| **Salary:** | **From £50,000 - £60,000 per annum** |
| **Responsible to:** | **Head of Architecture** |

## Job Purpose:

As a Business Analyst with Cantium, you will play a key role in solving business challenges by improving organisational practices and processes. Reporting to the Strategy and Consulting lead and working closely with senior stakeholders, you will conduct research using business intelligence and data analytics tools to understand how changes to processes, products, services, and software can create efficiencies and add value. In this way you will determine requirements and deliver data-driven recommendations to executives and stakeholders, that balances technological feasibility with what is financially and functionally reasonable.

A Cantium Business Analyst is also a leader, so you will work with your peers and external partners to understand how new data analytics technologies and market trends can be leveraged to deliver positive business outcomes and help to develop and implement best-practice standards and guidelines. You will also be willing to share knowledge and mentor those around you.

The role requires a broad range of knowledge spanning Business, Applications, Data, Technology, Security, Service and Commercial influences. It is also critical to have the ability to communicate ideas to disparate stakeholder communities using clear and concise language, including executive staff, business sponsors, and technical resources.

## Main duties and responsibilities:

i.  Identifying and prioritising functional and technical requirements, whilst applying consultancy techniques to resolve ambiguities.

ii.  Analyse the structure of the business, how it uses technology and what its goals are.

iii.  Identifying business problems and defining the corresponding solutions, including through using data modelling and analytics techniques.

iv.  Determining, implementing, and evaluating Key Performance Indicators.

v.  Documenting and evaluating business processes, anticipating requirements,

uncovering areas for improvement, and developing and implementing solutions.

vi. Leading ongoing reviews of business processes and developing optimisation strategies.

vii. Manage the configuration of the business platform workflows and processes to underpin the business value streams.

viii. Using Business Intelligence tools to deliver data-driven business insights.

ix. Effectively communicating business insights to cross-functional team members and management.

x. Staying current on the latest process and IT advancements to automate and modernise systems.

xi. Ensuring solutions meet business needs and requirements.

xii. Prioritising initiatives based on business needs and requirements.

xiii. Performing user acceptance testing.

xiv. Managing business improvement projects, developing project plans, and monitoring performance.

xv. Serving as a liaison between stakeholders and users.

xvi. Persuade internal and external stakeholders of the benefits of new technology or strategies.

xvii. Researching possible software solutions to increase organisational efficiency.

xviii. Oversee the implementation of new technology and systems.

xix. Supporting project teams during the analysis and planning stages.

xx. Developing quality assurance practices and assessments.

xxi. Drives and facilitates the right discussions with Cantium leaders to identify improvement activities in relation to current and future business objectives.

xxii. Work with Business Architects and other key stakeholders to deliver business improvement artifacts and ensure what is proposed is both fit for purpose and meets the core business needs.

xxiii. Advocate and drive adoption of best practices to ensure standardisation of business analysis outputs across the enterprise.

xxiv. Manage other Cantium resources as and when needed to oversee the delivery of a business transformation programme or project.

xxv. Represent the Strategy and Consulting team in governance and assurance reviews.

## Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

## Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

# Person Specification

| CRITERIA | |
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| **Qualifications** | • Educated to degree level in a numerical discipline or with equivalent industry experience.<br>• Certifications in Azure data and analytics. (Desirable)<br>• Open Group TOGAF Certified. (Desirable) |
| **Experience** | • Experience in using Business Intelligence tools to deliver data-driven business insights.<br>• Experience of data modelling and analytics and communicating findings effectively to disparate stakeholder communities.<br>• Experience of using model-based representations that can be adjusted as required to collect, aggregate, or disaggregate complex and conflicting information about the business.<br>• Experience of modelling business processes using tools and techniques.<br>• Experience in using tools such as PowerBI and/or Azure Synapse. (Desirable)<br>• Experience in using ServiceNow ITBM. (Desirable)<br>• Experience of using Six Sigma. (Desirable)<br>• Experience of using modelling notations such as ArchiMate, BPMN, DMN, CMMN, UML, etc (Desirable) |
| **Skills & Abilities** | • The ability to recognise structural issues within the organisation, functional interdependencies, and cross-silo redundancies.<br>• The ability to apply architectural principles to business solutions.<br>• The ability to assimilate and correlate disconnected documentation and articulate their collective relevance to the organisation and to high-priority business issues.<br>• Strong situational analysis and decision-making abilities.<br>• Excellent prioritisation and time management skills, with the ability to work across several projects simultaneously.<br>• Excellent written and verbal communications skills, with the ability to communicate concepts clearly and concisely to a non-technical audience. |
| **Knowledge** | • Breadth of architecture knowledge spanning Business, Applications, Data, Technology, Security and Service.<br>• Management of cross functional delivery teams. (Desirable)<br>• Exposure to business change that has employed cloud environments. (Desirable) |