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| Job Title | Senior Business Analyst |
| Grade | B |
| Function | Product and Design |
| Job Purpose | To provide high quality, outcome focussed business analysis within complex change projects and initiatives, operating across the whole change lifecycle. Work as part of a professional resource pool and be allocated to support a Lead Business Analyst within a programme or to lead the business analysis on a large-scale project or similar complex change initiatives. Work as part of a multi-disciplinary team at programme level down to development team level where necessary. |
| Accountabilities and Responsibilities | **The role holder will be responsible for the following:**1. Subject Matter Expert (SME) and champion for change within complex strategic change projects.
2. Able to investigate and support the definition of the feasibility, scope, and vision of complex changes / business problems, and get buy in from stakeholders at senior level.
3. Recognises the scale of an allocated change, understands how the project fits within the operating model, as well as other change programmes/ initiatives.
4. Identifies and analyses stakeholders and is able to engage and clearly translate key messages to stakeholders at senior levels. Develops and maintains relationships with stakeholders to ensure buy-in, maintain credibility, influence outcomes, and manage expectations.
5. Determines Business Analysis (BA) approach and outputs of self and able to do so for Business Analyst role.
6. Supports benefits management via their identification, management, realisation, and acceptance within change delivery.
7. Defines existing and future business processes and customer (user) journeys within the scope of the change.
8. Elicits, analyses, and manages requirements at multiple levels ensuring best practice is followed regarding requirements engineering. Uses a wide range of tools and techniques to understand and communicate requirements to stakeholders at senior levels.
9. Works with business, users, and development team to ensure requirements are reflective of business needs at all levels.
10. Works within multi-disciplinary teams with business colleagues across the organisation.
11. Identifies options for solutions, both business and technological, assesses options against business need and investigates the feasibility of each option. Makes recommendations based on investigation and alignment to business benefits.
12. Designs low fidelity prototypes (sketches, non-interactive mock-ups) to support the allocated change, and works with the business, users (internal and external) and the development team to ensure prototypes meet business and user needs.
13. Provides assurance that the designed solution meets business needs, constructively challenges the development team where this is not the case. Supports elements of solution testing with a view to providing this assurance.
14. Able to work on complex waterfall or agile changes, or support programmes that use a combination of frameworks and methods.
15. Provides constructive challenge, coaching and advice to other Business Analyst roles.
16. Manages conflict resolution and the unblocking of issues with delivery of complex change projects.
17. Supports BA practice Manager in defining and developing the business analysis methodology, Inputs into best practice and thinking.
18. Role models inclusive behaviours in everyday interactions.
19. Promotes a culture of respect and fairness and understands personal responsibilities around delivering against CQC diversity and inclusion strategy.
20. Demonstrate competence and supports others to achieve behavioural excellence through our Success Profiles ([Success Profiles (cqc.local)](http://intranetplus.cqc.local/Working%20for%20CQC/Performanceanddevelopment/Success%20profiles/Pages/Successprofiles.aspx)) ensuring yourself and those you work with are the best that they can be.
21. Role models and supports others to instil our values into everything that we do.
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| Skills and experience | **Essential:**1. Experience of operating across complex changes, guiding a project team towards a clearly defined vision.
2. Able to harness system thinking through understanding the holistic view of how this change fits in the wider organisation, service thinking for how to deliver value to customers and lean thinking to maximise the value whilst minimising the waste.
3. Senior level knowledge of proven concepts, practices, and procedures in business analysis, and how this can operate in a variety of change environments e.g. waterfall vs agile.
4. Experience of operating within a complex change project and have provided advice, challenge and delivered critical outputs to enable the project to achieve its goals.
5. Experience of leading other Business Analysts having provided coaching and well received constructive challenge outputs; experience of simplifying a complex situation to enable others to better understand the problem and how to overcome it.
6. Experience of working within multi-disciplinary teams to achieve results across multiple areas.
7. Strong influencing skills, particularly with respect to senior internal stakeholders.
8. Good leadership skills, including an ability to motivate and inspire others, and modelling exemplary leadership skills and behaviours.
9. Strong analytical skills with the ability to interpret raw data and drive forward key decisions as priorities for improvement, and ability to adopt a systematic approach to business analysis.
10. Strong communication (e.g. verbal, written, presentational, etc.) and engagement skills and able to successfully engage with senior levels of staff in CQC.
11. Strong facilitation skills and experience of designing and leading workshops and structured interviews, as well as facilitating team discussions.
12. Problem solving skills.
13. Must have achieved the BCS International Diploma in Business Analysis or equivalent.
14. Must have a senior level knowledge of Business Analysis and should maintain this through internal and external research of the wider BA industry.
15. Good knowledge of project management approaches, experience in both waterfall and agile delivery approaches with knowledge of multiple agile methods including Scrum.
16. Knowledge of BPMN2.
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| Values & Behaviours**Excellence**In my work for CQC:* I set high standards for myself and others and take accountability for results.
* I am ambitious to improve and innovate.
* I encourage improvement through continuous learning.
* I make best use of people’s time and recognise the valuable contribution of others.

**Caring**In my work for CQC:* I am committed to making a positive difference to people’s lives.
* I treat everyone with dignity and respect.
* I am thoughtful and listen to others.
* I actively support the well-being of others.

**Integrity** In my work for CQC:* I will do the right thing.
* I ensure my actions reflect my words.
* I am fair and open to challenge and have the courage to challenge others.
* I positively contribute to building trust with the public, colleagues, and partners.

**Teamwork**In my work for CQC:* I provide high support and high challenge for my colleagues.
* I understand the impact my work has on others and how their work affects me.
* I recognise that we can’t do this alone.
* I am adaptable to the changing needs of others.
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