

# Job Description

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Job title	Business Analyst	Date: July 2022
Reports to (title)	.....	
Contract/Department	Ops Management	Revision 1
Location	.....	

## Job purpose

Describe the overall purpose of the job in two or three sentences.

Provide timely and effective management information reporting & systems support to the help the account and organisation deliver business and digital change successfully.

Work with the operational and management teams to design and develop sustainable and scalable analytical solutions to support the operational need.

Understand the needs of stakeholders and how these can be met through business change and digital solutions.

Help the account to understand the current organisational situation, identify future needs and define solutions to meet those needs, in relation to data and digital technology.

Collaborate with different groups of stakeholders, working to understand and communicate how data and digital solutions can support the organisation's needs.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

### General

- Identify data requirements relating to business improvement
- Support the Account team generating and analysing data and trend analysis across a cross selection of operational, performance and risk dashboards that produces intelligent action
- Compare current and future state business situations in order to identify the changes required for business improvement.
- Assess and document the drivers, costs, benefits and impacts of a proposed business change.
- Analyse, validate, prioritise and document functional and non-functional requirements for business situations, using relevant data techniques.
- The creation, programming, and presentation of MI (Management Information), KPI's (Key Performance Indicators) and SLA's (Service Level Agreements) reporting out to account lead, client and senior leadership and operational teams  
Responsible for production and presentation of account performance and governance reports

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- Providing detailed reporting and analysis information and transfer knowledge to various areas of the business to aid decision making / improve performance.
- Interrogate and identify opportunities that can improve efficiency of account and business processes and associated projects
- Design and development of dashboards and associated reporting using visualisation tools such as Power BI, Tableau and Smartsheet.
- Assist in troubleshooting software application issues including Excel, Power BI and Smartsheet
- Assist on specialist projects to create data collation efficiencies, develop visualisation boards, and appropriate reporting to support continuous improvement activities
- Support in complex analytics application configuration to meet end user requirements while also configuring workflows, analyses, templates, reports, and other application controls.
- Respond to data and performance related queries from internal as well as external clients ensuring a high level of customer satisfaction

## Account Specific

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## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Design and management of a common data environment (CDE) for the account in line with ODW (One Data World) requirements
- No Direct reports

## Person specification

Describe the knowledge, skills, qualifications, personality, and experience required for the job.

- Proven ability to provide a high standard of support in operational reporting principles, including the ability to implement systems and processes and to proactively resolve problems
- Act logically, analytically and objectively in a range of situations
- Apply creative thinking when problem solving
- Work independently and collaboratively
- Use own initiative and take responsibility appropriate to the role of Business Analyst
- Take a thorough and organised approach and plan analysis activities in line with business priorities
- Build and maintain positive working relationships with all levels of the organisation
- Use a range of methods of communication appropriate to the situation
- Maintain a productive, professional and secure working environment
- Aware of the wider business environment and own contribution to business objectives
- Be comfortable and confident interacting with people from technical and non-technical backgrounds
- Tailor manner of presentation to be appropriate to the audience
- Work flexibly and effectively as part of a multidisciplinary team throughout the full lifecycle of data provisions
- Demonstrate commitment to continuous professional development in relation to Business Analysis and the digital sector
- A patient and "customer first" manner essential for this role, and being prepared to go the extra mile to complete the task on time, and to high standard
- A proactive and "can do" approach is key to the successful outcome for this role
- Any other reasonable requests from your manager

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## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- This role is 40 hours a week based in Reading, Berkshire
- Some travel to various UK sites may be required
- May be required to attend roadshows/events/presentations

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade	C	EMCOR Competency Level	Business Services	Training Profile UTC	