Job Description

Job Title: Business Analyst
Reports to: Head of IT Development & Architecture
Department: CSO Office
Hours of work: Monday to Friday 9.00am – 5.30pm

Objectives

The primary objective is to develop and deliver high quality IT business solutions within a controlled project management framework, applying best practice to Business analysis and vendor management disciplines.

The Business Analyst will be able to demonstrate a well-developed toolkit of Business analysis skills, working knowledge of project management disciplines, and possess the interpersonal skills to work with stakeholders at all levels of the organisation. Key projects are mainly related to analysis of large business systems and process changes and the production of small, well-defined, deliverables, including artefacts like functional specifications or User Stories and testing documentation.

The Business Analyst will work closely with technical team in IT Development and Architecture in evaluating current systems and making decisions on future development.

Responsibilities

- Construct and validate the business ROI for each statements of architecture or development work.
- Ability to conceptualize a business or technical solution, leveraging colleagues and partners.
- Strong Quote-to-Cash business processes including quoting, pricing, sales, contracting, and revenue management.
- Proactively identifies recurring issues or “value-add” areas and proposes process or systematic solutions
- Manages the relationship between a number of business units (Sales, commercials and Products) and third party software providers to ensure projects are delivered on time and within budget.
- Conduct end-to-end Requirements Process: planning, elicitation, analysis, documentation, communication, and management of the business requirements in accordance with specific project gates.
- Identify, analyse and recommend solutions that satisfy the business needs while continually exploring and assessing options for value add for Contact Centre clients.
- Contribute to successful project phase completion within budget and on time by identifying risks and developing/recommending mitigation strategies.
- To assist in deployments of business applications (and updates to), potentially outside business hours where necessary
- Work closely with the QA Manager for major risk technology programs to ensure requirements are documented in a form that makes them readily testable.
- Ensures traceability of requirements to deliverables
- Be vigilant for possible fraudulent activity and if necessary raise a security incident report using the template accessible via the corporate Intranet.
- Periodically review Daisy Security Policies – centrally hosted on the Intranet - to ensure full compliance with current legal, regulatory and company requirements.
- If you are a Manager of staff, you must ensure:
  - your team are aware of their security responsibilities & know how to access Daisy Group Security Policies hosted on the Intranet;
  - the principles listed with the Daisy Group Security Policy Statement document are embedded within the operations of your team.
- Carry out any ‘ad hoc’ assignments as and when required.
- To be compliant with health and safety company policy and legislation.
Knowledge, Skills, Experience

Essential Criteria:

- IT professional with at least 7 years of experience with a broad understanding of IT
- Strong understanding of configured products, Pricing, Pricing Rules and all other aspects of product commercials
- Demonstrable experience in successfully delivering business projects and managing stakeholders in small to medium size businesses
- Great negotiator, a very good listener and highly analytical
- Understanding of complete software development lifecycle.
- Strong analytical, problem-solving, and conceptual skills
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts
- Ability to work under pressure and meet tight deadlines

Desirable Criteria:

- Previous experience with CPQ tools
- Strong knowledge of BPMN, any other modelling language would be a plus
- Ability to manage virtual, geographically dispersed teams
- Experience with Agile-based software development process, preferably SCRUM
- Previous experience in supplier contracts and SLA tracking
- Certificate in Business Analysis Practice
- Experience in IT system integration projects
- Evidence or personal development and attendance of training events

Working Location/Environment

This role will primarily be working across the locations in Surbiton and Blackfriars and there may be a requirement to work from any of the Daisy Group office when engaged in projects.