

Job Description

Job Title: Business Analyst

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

The Business Analysis team is a multi skilled team who are assigned to continuous improvement and government based policy change projects.

Grade: 4

Reporting to:

Business Analyst Manager or Senior BA

Budget Responsibility:

None

Line Management Responsibility:

None

Job Purpose:

Reporting to the Business Analyst manager or a Senior Business Analyst, the post holder will join a strategically significant team within Operations who are responsible for supporting Business Change Programmes across SLC. This includes change driven from Central Government or the Devolved Administrations as well as analysing Service Improvements activities. You will also work alongside Senior Operational Managers to complete Adhoc Operational Business Analysis as a result of opportunities identified by the Management Team.

The successful Candidate will be required to engage with, influence and inform internal and external stakeholders as elicit, analyse & document Business Requirements, User Stories and other standard project deliverables that are required to support business change. The candidate will lead and facilitate cross functional teams from across the organisation using established project methodologies to complete the analysis activities and agreed outputs.

Working with the Process Management Framework the candidate will be responsible for the creation of BPMN2 end to end customer focused process maps and act as a guardian of the maps on behalf of the Operational business areas.

Key responsibilities:

- Carrying out all necessary research and understanding activities for the project to ascertain the impact on SLC's processes, products and services
- Identifying resources required for core team and wider cross functional team of subject matter experts required to complete analysis and requesting these through Project Manager
- Work with a Business Owner and Cross Functional Team to complete project Discovery and Inception analysis activities
- Elicit Business Requirements and or User Stories during the discovery and Inception phase of the project by:
 - Completing a series of facilitated discovery workshops,
 - 1:1 interviews,
 - Document analysis,
 - Surveys,
 - Business process analysis,
 - Scenarios and workflow analysis
- Work with the Business Owner to establish a Minimum Viable product that meets the needs of the stakeholders based on the identified requirements
- Create and maintain a plan for the discovery and inception phases of the project that is agreed with the Project Manager and supplier teams
- Analyse and evaluate the information gathered from multiple sources, decomposing high-level business needs into detailed business requirements or user stories
- Work closely with the Project Manager to ensure progress is made and issues are reported and escalated quickly
- Identifying opportunities to include fixes for defects or service improvements within analysis work
- Leading the cross functional team in the establishing of 'As Is' processes to ensure a common understanding across the team
- Leading the cross functional team to collaboratively design the 'To Be' business process
- Working with the Business to update the end to end customer journey maps
- Validating the Business Requirements Document or User Stories with the cross functional team.
- Providing knowledge and expertise regarding the analysis phase of the project delivery
- Providing verbal and written progress updates to Project Manager as required
- Leading in the review and sign off activities for Analysis Pack or User Stories
- Providing input and support throughout the full project lifecycle including input to lower level design discussions, management of Change Requests, input to test plans, and providing support for business implementation and business change activities
- Creating Options Papers and recommendations to facilitate evaluation and decision

making

- Proactively promoting team working and collaboration and ensuring team are committed to working to shared objectives and shared plan
- Challenging the team to ensure improvement of quality and suitability of change solutions
- Ensuring compliance with central storage arrangements and version control of documentation
- Identifying opportunities for continuous improvement
- Keeping abreast of industry developments and best practice
- Assist with supporting the implementation of any new technology into the business.]
- Manage the requirements backlog across the full project lifecycle

Knowledge, Skills and Experience:

- Graduate calibre or equivalent work based experience
- Proven experience in Business Analysis
- Excellent analytical and critical thinking skills
- Excellent problem solving skills and knowledge of investigation techniques
- Excellent attention to detail and able to produce high quality analytical outputs
- Proven experience of leading teams
- Excellent general business knowledge
- Knowledge of Financial Services
- Experienced in requirements elicitation and writing
- Experienced in workshop facilitation
- Able to plan and track own work
- Excellent understanding of processing modelling and use of relevant tools (preferably BPMN2)
- Experience of Lean, Agile and other methodologies
- Excellent communication skills
- Excellent presentation skills
- Excellent interpersonal skills and able to build strong relationships with people at all levels
- Excellent influencing skills