

**Job Title: Senior Business Analyst – Agile Team (Temporary) Grade 8**

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| **Attributes** | **Essential** | **Desirable** |
| **Experience** | * Minimum 3yrs experience in Agile methodologies and working practices
* Minimum 3yrs Working with a Product Owner to understand and model the capabilities of the business
* Work with Product Owner to elicit and prioritise requirements, define the product roadmap, develop our minimum viable product with corresponding storyboarding and the building and refining of product backlog
* Experience of acting as a Product Owner ambassador through being a proxy in ensuring business value is being delivered
* Experience in working with the Design Authority function to continuously improve our business solution design capability and assisting in ensuring we are adhering to best practice Engender trust and authority through recurring engagement with the business and IT
* Experience in mentoring & support to Business team members in the Analysts team
 | * Experience of working with other regulatory bodies or partner scrutiny bodies.
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| **Education, Qualifications & Training** | * Educated to Degree level or equivalent relevant experience
* Scrum certified
 | * ISEB/BCS-qualified Business Analyst
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| **Skills & Knowledge** | * A strong knowledge of Agile (SCRUM) methodology
* Strong communication skills that allow for effective communication across all levels of the organisation
* Lead scope definition workshops
* Facilitate story mapping, release planning, and user persona workshops with the Scrum teams
* Ability to ensure Agile/Scrum concepts and principles are adhered to and be a voice of reason and authority.
* User story writing and training
* Facilitating agile ceremonies
* Manage and Prioritise product backlog for the development teams
* Conduct backlog refinement and story point estimation sessions
* Understand organizational motivations including problems, goals, and objectives. Assess and document the benefits, risks, and critical success factors of the project. Demonstrate that business needs are satisfied within a given technical solution
* Ability to work under pressure and meet targets.
* Ability to work at a high level of accuracy.
* Drive continuous improvements in sessions such as BA communities of practice and Enterprise Transformation
* Mentor junior team members
* Provide leadership and direction within the analysts team
* Facilitation skills; ability to facilitate workshops with all staff levels
 | * Agile coaching
* Exposure of cloud architecture and technologies
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| **Competencies/Key Performance Outcomes** | **Description** |
| **Leading others / Team Working** | * Ability to provide leadership, a clear sense of purpose and direction
* Ability to deploy staff and other resources effectively to achieve performance objectives.
* Adapts to the team and builds team spirit.
* Listens, consults others and communicates proactively.
* Demonstrates integrity.
* Contributes to the shared vision and purpose and shares this effectively.
* Involves the team in decision and actions.
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| **Effective Communication**  | * Listens to, understands and communicates complex and multi-stranded information from a range of sources, adopting effective questioning techniques to elicit and appreciate a range of views.
* Respond constructively and confidently to queries and complaints, negotiating with others in a way that suits the situation, demonstrating a high level of theoretical and practical knowledge.
* Ability to express ideas clearly and concisely, explain intricate and complicated concepts and ideas and adapts communication to suit different audiences.
* Ability to form constructive working relationships with people at all levels in the organisation.
* Articulate and positive communicator on a one to one basis and in larger groups.
* Regularly communicates with and ensures they are accessible to their team.
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| **Objective Decision Making**  | * Demonstrates analytical and systematic approach to problem solving and decision making.
* Ensures the Agile Business Analysts team has the appropriate support, resources and authority levels to make decisions quickly and easily.
* Encourages and supports decisions of team members.
* Considers Care Inspectorate values in relation to the impact of their decisions and considers the wider context in which the Care Inspectorate operates.
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| **Planning & Organising**  | * Ability to plan, execute, track and report on delivery progress against requirements
* Regularly reviews workloads, goals and targets with team and prioritise where necessary.
* Uses 1-1 supervision to support team members to plan workloads.
* Delegates effectively to others and optimises resources to achieve desired results.
* Focuses on customer needs and satisfaction.
* Sets high standards for quality and quantity and monitors and maintains quality and productivity.
* Works in a systematic, methodical and orderly way.
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| **Flexibility**  | * Encourages a flexible, positive approach to work in their team.
* Applies rules and procedures sensibly and understands where flexibility is required.
* Works productively in a high-pressure environment.
* Adapts to changing circumstances.
* Accepts new ideas and change initiatives.
* Adapts interpersonal style to suit different people or situations.
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| **Improvement Focus** | * Demonstrate innovation, advanced problem solving and mastery of methods and approaches in complex and specialised areas of work.
* Ability to identify gaps in performance and make appropriate suggestions for improvement.
* Ability to use knowledge and experience to gather and consolidate information to make appropriate improvements.
* Demonstrate initiative, drive and determination to complete tasks and achieve objectives.
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**Please note – these are key performance outcomes to be used to recruit into the role.**