

Role Profile

Job Title	Business Analyst - Programmes		
Reporting into	Senior Project Manager		
Directorate	Digital & Business Change	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Business Analyst - Programmes, you will work on a range of projects across the programme to support the delivery of business requirements to support customer and business benefits aligned to LiveWest's strategic objectives.

You will support the Programmes team with the planning and delivery of project objectives, within agreed scope budget and timescales and deliver measurable, high quality business outcomes.

Key Areas of Responsibility:

- Requirements management- engaging with business representatives to identify and evaluate requirements.
- Support project teams during the analysis and planning stages of projects.
- Report writing, instructions, and specifications and creating flowcharts.
- Facilitate meetings and workshops for project teams.
- Provide assistance to service leads in scoping requirements and developing proposals.
- Assist with the development, monitoring, and delivery of appropriate project plans in line with our business plan.
- Work with business systems analysts to develop solutions in support of business processes.
- Work with internal IT resource and external suppliers to configure business applications, translating business requirements into system functionality.
- Support the coordination of implementation and project plans.
- Support the maintenance of project documentation, including (but not limited to) project plans, action trackers, RAID logs, change control.
- Create and maintain effective working relationships with internal and external stakeholders.
- Provide support to end users following implementation of changes.
- Develop test scripts and scenarios.
- Support with test script creation, testing new systems and processes.
- Support with training end users in changes to business processes and systems.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Excellent interpersonal skills.
- Ability to prioritise and adapt to change.
- Ability to build and manage relationships across the organisation.

- Ability to be an agent for change and promote the benefits.
- Experience of working on projects.











Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- Strong IT competency with Microsoft Office and Outlook.
- Project or Change Management qualification.

Safeguarding and Lone Working:

- N/A.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest’s policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.