Job description

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| Post Details | Please insert the post details |
| Job title: | IT Business Analyst |
| Department / Location: | Group IT / Abellio UK HQ (Scotland and London) |
| **Reports to:** | Group Head of IT PMO & Change |
| **Main purpose job:** | This IT Management role works closely with key Abellio stakeholders to ensure that the right IT change is commissioned through a thorough understanding of business requirements, mapped to effective solutions providing a platform for the successful delivery of maximum value  |

1. Dimensions of role

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| Post dimensions | Insert dimension of role |
| Financial/budget accountabilities: | NA |
| Staff responsibilities: | NA |
| Any other statistical data: | NA |

1. Key accountabilities/responsibilities

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| Number | Insert description for each of the general and role specific accountabilities and responsibilities required to be undertaken by the role, list any specific tasks/activities required to be undertaken. |
| **1** | **Relationship Management*** Develop knowledge and understanding of Abellio’s systems, processes, management structure, culture and people. Apply a business facing mentality understanding the business need first and engaging in a language and style the business understand. Skilfully demonstrate how IT change fits into the overall Abellio strategic context
* Use interest/influence techniques to develop a matrix of key business stakeholders within Abellio and ensure this is maintained and stakeholders are engaged with appropriately
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| **2** | **Requirements Management*** Take accountability for capturing all business requirements relating to new IT change and ensuring they are captured in the group Workflow tool
* Collect information from and collaborate with multiple groups including business colleagues, suppliers, project team members and management with the end result of matching the optimal options to a clear understanding of business need
* Author and assist IT Business Cases based on the costs and benefits of delivering IT change as expressed through comparative options
* Establish, document, and model business requirements using techniques including elicitation, analysis and validation. Utilise a range of investigation techniques including researching, observation, workshops, interviews, scenarios, user analysis and quantitative approaches to ensure that the business requirements are clearly understood and agreed
* Engage effectively with Supplier partners demonstrating understanding of different potential contractual arrangements: time and materials, fixed price delivery and risk and reward. Demonstrate the ability to engage effectively particularly when investigating options
* Establish SMART metrics in Business Cases or challenge where they don’t exist. Conduct Post Implementation Reviews to ensure benefits have been delivered as planned or suggest a remedial course of action
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| **3** | **Forward Business Planning*** Through strong business relationships maintain an outline of proposed IT change through an IT Pipeline
* Visualise business systems through the creation of conceptual models. Use data modelling techniques to visualise the relationship between customers, products and suppliers, ensuring this is aligned to IT strategy and systems standards. If deviation is valid, this should be fed into an updated strategy/framework.
* Develop and maintain a Blueprint Roadmap for OpCo planned IT change comparing the ‘As Is’ to the ‘To Be’. Ensure that the roadmap is expressed in terms of business outcomes and planned capability..
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| **4** | **Principles of Information Technology:** * Act as a bridge between business and IT showing good understanding in: operating systems, application software, hardware, networks, development lifecycles, SaaS, user computing and other IT key areas
* Provide and assessment of potential IT initiatives identifying strength and weaknesses and providing recommendations based on insightful analysis
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| **5** | **Project Management*** Promote the importance of the relationship between high quality identification and initiation and effective project delivery.
* As required, deliver IT projects meeting Critical Success Factors (CSFs) using the group Workflow tool
* Champion the importance of experiential knowledge by ensuring that Lessons are captured from Projects and facilitating Lessons Learned workshops. Periodically review the progress of Lessons to Lessons Learned by ensuring that agreed actions are being honoured and the business has access to relevant lessons learned in the group Workflow tool
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1. Contact with others

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| Post Details |  |
| Purpose, nature: | IT and Business Product owners in OpCos, business colleagues, Group IT, NS IT, suppliers |
| Frequency: | When needed, but at least a few times a week |
| Means of contact: | Phone, video conference, face to face, will include travel |

1. Key behavioural indicators

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| Abellio common behaviours |  |
| Genuine: | Interactions with all Abellio Group staff, as well as BUs and TOCs, characterised by a personable, open, supportive and challenging style. Demonstrate a genuine interest and offer open discussions which build on mutual trust and respect |
| Professional: | Takes ownership of initiatives and relishes personal accountability. Demonstrates a high degree of professionalism, delivering on promises. Capable of applying effective focus and prioritisation to deliver responsively to stakeholder requirements. Ensure the true situation is uncovered and the real problem defined. Challenge perceived wisdom in a professional manner. |
| Proactive: | Demonstrates role model leadership aligned to Abellio values and behaviours. Considers all aspects of the initiative including people, culture, processes, commercial and technical aspects. Creates a vision of the approaches and options available to address the business issue, gaining agreement from stakeholders and driving the necessary IT change |
| Inclusive: | Utilises effective stakeholder management and engagement practices. Challenges silo-thinking and encourages effective networking across the wider Group and stakeholder environment. Identifies opportunities for inter OpCo collaboration, learning and exploits synergies  |

Person specification

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| **Person Specification** | **Essential** | **Desirable** |
| **Attainments:** education, qualifications & training requirements | * Graduate in an IT related discipline
* Expertise in business case development and assessment
 | * Masters degree
* Certified member of a professional body – BCS (The Chartered Institute for IT), IIBA (CBAP/CCBA)
* Qualified in either: BCS foundation in Business Analysis, BCS International Diploma in Business Analysis
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| **Abilities:** skills & aptitudes required | * **Communication:** Communicating with business colleagues in a language style they are comfortable with avoiding unfamiliar terms and reference
* **Influencing:** Use careful consideration and prior planning to tailor an approach to ensure successful outcomes
* **Political awareness:** Ability to use the right organisational levers to get things done
* **Self-Belief:** Ability to withstand pressure, challenge proposals, analyse impacts and sustain arguments
* **Business Finance:** General understanding of the basics of business finance: the balance sheet, income statement (profit and loss), financial analysis tools such as ratio analysis, budgeting and cash flow, the nature of profit or surplus and the principles of costing products and services
* **Problem solving:** Curiosity, tenacity and analytical ability coupled with an open mind that seeks out and evaluates options once the business need is defined
* **Attention to detail:** Uncovering root causes of problems, defining costs and benefits associated with an option, defining business requirements and rules or identifying the impacts of proposed changes
* Fluency in English
* Excellent written, verbal and presentation skills as well as being able to communicate at all levels within a large complex environment
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| **General intelligence:** experience & knowledge capabilities | * Significant Business Analysis experience
* Proven experience of translating business requirements into agreed and viable IT solutions
 | * **Domain Knowledge/Subject Matter Expertise**: Good general knowledge of the Railway or similar industry enabling the ability to communicate effectively with business colleagues in a familiar language, understand what is likely to be acceptable and calling on ideas and experience
* **Project Management**: demonstrable experience of delivering IT Projects successfully
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| **Personal circumstances/wellbeing requirements:** e.g. travel, flexibility, health | * Strong service orientation, with a flexible can-do approach
* European and UK travel
* A self-starter, with the ability to operate within a lean HQ environment, with the ability to switch between strategic and operational activities, while able to direct and influence colleagues in OpCos
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| **Job Holders Comments** | **Line Managers Comments** |
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|  **Job holder’s signature and date:**  | **Line manager’s signature and date:**  |