



ROLE PROFILE

Business Analyst

Line Manager	Head of Business Strategy & Change
Location	1st Floor, Optima Building 58 Robertson Street Glasgow G2 8DU
Department	Projects & Business Analysis
Direct Reports	N/A

- This role provides a variety of business analysis (BA) services to support the continuous improvement of our processes and systems including overseeing the implementation of new technology.
- The business analyst facilitates the research, discovery, design, and implementation of improvement initiatives to meet both client and business requirements and deliver on expectations. This includes IT implementations, enhancements, and automation.
- As part of Solvd.'s growth you will assist in effectively managing business change, onboarding new clients, and ensuring colleagues have the systems, processes, and knowledge to deliver excellent services.
- This role is Solvd. wide, covering all Solvd. business streams and includes support to the wider Business Analysis team on data analytics and delivery of business reports.
- The BA reports directly to the Head of Business Strategy & Change, working directly on the programme of work to deliver Solvd.'s strategic objectives and independently on smaller scale initiatives to ensure successful delivery of Solvd.'s overall business strategy.

Key Accountabilities

- Effectively contribute to business change and continuous improvement to assist in achieving Strategic objectives, customer service excellence and optimise operational efficiencies.
- Support a range of business initiatives gathering and documenting requirements (functional and non-functional) and working with stakeholders to understand, refine and prioritise needs using a variety of business analysis techniques and project management methodologies.
- Participate in full project life cycle of relevant projects throughout the project, from initiation through to mobilisation and transition, highlighting any risks and corrective actions to assist in the delivery of projects.
- Assist in the delivery of key projects through effective planning and communication of project objectives, monitoring progress and working across departmental boundaries. This includes matrix management, tasking and coordinating personnel from various teams to play their part in delivering project outcomes.
- Build and maintain effective working relationships with business partners and suppliers to understand the business environment and support delivery of business objectives.
- Assist in the roll out of new systems / processes through effective User Acceptance Testing (UAT) to ensure they are fit for purpose and deliver what is expected and on time.
- Assist in the documentation and communication of new business processes and initiatives.
- Support delivery of overall departmental objectives, including KPIs.

Key Stakeholders

- Managing Director of Solvd.
- Head of Business Strategy and Change
- Solvd. Heads of Department
- Customer Experience Operations Managers
- Existing and new clients
- System Suppliers
- Operating Companies Reporting teams
- Projects & Business Analysis Team

Personal Specification Essential

- Business process mapping and analysis capability to evaluate and re-engineer / automate processes to increase efficiency.
- Business analysis skills including, identifying and analysing options, developing functional specifications, creating user case scenarios, developing test cases, producing business process mapping and analysis to evaluate and re-engineer processes to increase efficiency.
- Understand the concepts behind database management, including experience of designing relational models.
- A high degree of computer literacy particularly MS Power Apps and Power Automate.
- Experience of python scripting.
- Experience of working as a Business Analyst.

Personal Specification Desirable

- Experience of working in a Programme and Project environment.
- Change Management experience.
- A Business Analyst qualification.
- A Project Management qualification.

Key Behaviours

- To behave in a manner that displays our values: Dependable, Agile, Proactive, and Inclusive
- Engage in continuous improvement of day-to-day work, developing a continuous improvement mindset supported by the tools and mechanisms to enable bottom-up improvement.
- Promote the health, safety and wellbeing of yourself, customers, and colleagues.
- Be a role model for Equality, Diversity, and Inclusiveness
- Successful completion of security and background checks
- Environmental awareness

