Job profile: Business Analyst

Purpose:

- The Business Analyst will play a key role in the ongoing development and enhancements to Central Co-operative's operating platforms and processes, acting as a bridge between business stakeholders and technical development teams
- The role will work closely with the business in terms of understanding the business strategy, processes and business and IT roadmaps. It will be critical for the role to understand and document the capabilities required to address the business challenges – understanding business problems and generating creative and innovative solutions to these business challenges.
- They will be responsible for partnering with business stakeholders to identify business needs, clearly defining and documenting these in prioritised business requirements.
- They will ensure that system functionality and workflows meet our business needs and deliver efficient and effective operational solutions and compelling customer experiences.

Reporting: Business Architect

Values: Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

Essential Skills and experience:

- Experience of retail system capabilities, including key features, functionalities and associated business processes and workflows.
- Experience of system development methodologies and tools
- Experience of process documentation, workflow automation and system integrations.
- Excellent communication skills, with the ability to talk and present to a range of audiences
- Collaborates effectively and can build strong stakeholder relationships at all levels.
- Attention to detail with the ability to uplift and simplify complexity to wider stakeholders.
- Excellent analytical skills and an informed, evidence-based approach
- A passion for creating solutions with a positive attitude to change

Qualifications:

- A technical qualification in Business Analysis/IT systems plus proven experience as a Business Analyst, particularly in large-scale transformation programmes.

Job profile: **Business Analyst**

We are the *difference* makers

We make a difference to Members & customers

Role responsibilities:

✓ Success measures

- Identify automation, improvement and integration opportunities across business systems seeking operational efficiencies wherever possible. Work with Process Improvement and Automation teams to deliver these efficiencies

We're better every day

Role responsibilities:

✓ Success measures

- Work with technical development teams to scope and design potential system changes and solutions.
- Analyse proposed system changes and solutions, assessing business impacts and assessing/mitigating associated risks
- Support test case creation and execution and provide expert knowledge for defect resolution.
- Support change management and transition of new system functionalities and workflows into the business to maximise adoption and success.
- Provide innovative and creative solutions to business challenges. Challenging the business and IT teams where required.

We are the
difference
makers

We're a caring community

Role responsibilities:

✓ Success measures

- Ensure our solutions are aligned to Central Co-operatives environmental and social policies

We work together with purpose

Role responsibilities:

✓ Success measures

- Work with business stakeholders to define, capture and validate requirements, defining problem statements and challenging assumptions. Then work with Architecture teams to make solution recommendations.
- Act as a bridge between business stakeholders and technical development teams.
- Work with business stakeholders to define and prioritise enhancements to existing systems. Support system owners with the management of system backlogs and enhancement roadmaps constantly developing and prioritising these to align with business needs.