**PERSON SPECIFICA** **TION**

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| **This form must accompany the Job Description to which it refers.** |
| **Job Title** | Business Analyst  |
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| **Band/Grade** | Band 7  |

| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| **Qualifications** | * A degree or professional certification orequivalent experience in a business analytics, project management discipline.
* Combined with additional specialist knowledge acquired through training and relevant experience to postgraduate level or equivalent.
 | * Certification in Data analysis such as Microsoft Advanced Excel
* Lean Six Sigma certification or equivalent qualification
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| **Training** | * Proficient with core MS Office applications (Word, Excel, PowerPoint, Visio).
 | * Exposure to a suite of digital systems such as CRM, CMS, Mobile Apps, ERP, O365, IAM, API Management
* Formal project management training using methodologies such as PRINCE2, Management of Risk (MOR) or Association for Project Management (APM) or SaFE Agile Framework.
* Scottish Approach to Service Design
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| **Experience**  | * Proven track record of business analysis experience across a range of disciplines including software, process, strategy and operational improvement.
* The post holder will be experienced in mapping “as is” processes, capturing pain points, identifying waste, and working with customers and user to develop new solutions to challenges and problems
* Proven expertise in process mapping/value stream mapping of “as is” business and system processes
* The post holder will be experienced in requirements gathering and documentation.
* The post holder will have experience of the transformation lifecycle supporting the design, development and delivery of a future state taking into account improved products, services, or process.
* Experience working on target operating models and in the production of business cases
* Proven track record in project management, including identifying and justifying projects, estimating, planning, project initiation and monitoring/tracking.
* Leading and directing the end-to-end design, delivery and reporting of all quantitative analysis across transformation work
* Demonstrable knowledge and experience of using a range of appropriate communications and engagement methodologies
* Experience in designing and delivering workshops
* Experience of variety of requirements elicitation techniques (prototyping workshops, interviews, observation etc)
 | * Experience of working within the Health Service or wider Public Sector
* Knowledge of procurement process
* Experience of managing multiple projects concurrently
* Thorough understanding of relevant national strategy and policy drivers in relation to national health and care priorities Knowledge of the issues, culture and opportunities prevalent in NHS Scotland.
* Proven experience of change management and the use of skills to facilitate change.

 * Experience of working with a recognised Agile or iterative development methodologies
* Experience of working in a geographically distributed delivery team
* Recruitment and management of staff
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| **Personal Qualities** | * Excellent communication, marketing, and interpersonal skills, including sensitivity, tact and diplomacy and the ability to handle very difficult or contentious conversations with stakeholders who, for example, may not be satisfied with the service.
* Ability to build positive working relationships, respecting and valuing the contributions made by others and acting in a considerate, helpful and inclusive manner at all times
* Listen to, and understand customer and stakeholder needs and expectations, to be able to provide outputs which reflects the needs of the business.
* Takes responsibility and accountability for own workload
* Inquisitive and resourceful approach to work as baseline data may not exist and will need to be developed by the post holder
* Ability to balance conflicting expectations, requirements and local political, and other, agendas to ensure that local needs can be addressed within National ‘standards’.
* Ensuring personal resilience given the change management/transformation nature of the SBU
* Flexible and adaptable mindset
* Ability to find the simplest possible solution to complex business problems.
* Ability to translate complex requirements into functional specifications that are meaningful to both the users and those developing the revised product, programme or process.
 | * Leading in a change environment
* The ability to recommend and influence strategic change and influence organisational and individual behaviour.
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| **General**  | * There will be a requirement to travel to customer sites across NHSScotland
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