

# Role and person profile

Post title:	<b>Business Improvement Business Analyst</b>	Location:	<b>Manchester</b>
Division:	<b>Qualifications and Markets</b>	Department:	<b>Product Fulfilment</b>
Reports to:	<b>Project Manager</b>	Responsible for:	<b>No direct reports</b>
Scale:	<b>6</b>	Permanent/FTC/Temp:	<b>FTC (18 months)</b>
Post no:	<b>4091, 4124</b>		

## Section 1 – Accountabilities

### Main role purpose:

Responsible for supporting the Quality and Planning Manager to take forward a programme of business change activity to deliver a revised Quality Framework and associated operational processes for the production of assessment materials.

This will entail working closely with business teams and stakeholders across AQA to clearly define business change requirements that will achieve demonstrable improvements to the planning, delivery and quality across the end to end process.

Ensure compliance of the processes and systems with legal and regulatory expectations and manage related risks.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

Key result areas:	Outcomes:
<b>Customer (external or internal)</b>	Establish and maintain constructive working relationships with key suppliers, internal departments and end users of business solutions, to successfully effect changes to business processes and operating models to achieve business goals.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
	Liaise with the business to ensure communications around resource requirements; timescales and scope of work are clear.
	Provide support in the testing and training of new processes to business managers and teams to ensure development of continuous improvement practice and the embedding of effective processes that minimise risk and improve quality.
<b>Cash (finances)</b>	Identify and quantify the wider business impact and costs of changes across key outputs and processes to ensure it meets budget targets and requirements.

<b>Product and internal processes</b>	To gain understanding of current business and technology solutions used in the production processes; identify opportunities for improvements that reduce manual processes, errors and rework.
	Support effective change and implementation planning, eg budgets, training, guidance and communications to ensure budgets and business goals are met.
	Manage the end to end delivery of small projects/reviews to evaluate the optimal business solution to improve quality of assessment materials. To conduct and support feasibility and solution options analysis to recommend best-fit solutions.
	Ensure prioritisation and delivery of changes in line with the Improvement roadmap; through effective planning and risk management.
	Demonstrate the application of formal business analysis methodologies to reduce manual processes, errors and rework.
	Apply a focus on continuous improvement to ensure devised processes are as efficient and effective as possible.
	Ensure AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.

## Section 2 – Key relationships and performance

### Key internal relationships:

- Internal departments
- Colleagues
- Departmental managers
- Business managers and teams

### Key external relationships:

- Key suppliers

### Key performance indicators:

- Completion of business analysis reviews with recommended solutions to business quality standards
- Delivery of actions in line with the agreed project timescales.

## Section 3 – Person profile

<b>Knowledge</b>	<b>Assessment</b>
Understanding of business analysis methodologies and process analysis techniques	<b>A/I/P</b>
Strong interpersonal and communication skills, able to influence and build rapport with a diverse range of stakeholders and to be a role model for a business partnership/matrix style of working	<b>A/I/P</b>
The ability and willingness to challenge existing processes and practice in a way that engages colleagues and is consistent with the Qualifications and Markets behaviours	<b>A/I/P</b>

Ability to use Visio and Excel and other office tools to analyse data and produce precise, clear and concise information including analysis of process performance and capability	A/I/P
Ability to plan and deliver packages of work independently to a high quality and on time	A/I/P
The ability to work flexibly with teams in a creative and engaging way	A/I/P
<b>Qualification</b>	
Qualification in business analysis, process improvement or project management	A
<b>Skills</b>	
Excellent communication and stakeholder management skills. Able to work collaboratively to engage with and communicate ideas to customers and stakeholders regardless of level or technical competence.	I/P
Proven analytical and problem solving skills.	I/T/P
Expertise in using a variety of tools and techniques to analyse business processes	A/I/P
Proven ability to manage issues, risks and problems from identification through to resolution	I/P
Skilled in supporting implementation of change within teams and departments (ideally process/system related)	A/I
Able to produce high quality documentation to reflect complex business activities and requirements	A/I/P
Demonstrates excellent facilitation and negotiation skills to produce desired outcomes	I/P
MS Product skills, especially, word, excel, power point and access, plus experience of reporting systems/tools	A
Demonstrates proactive collaborative working across functional areas to deliver shared goals	I/P
<b>Behaviours</b>	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
<b>Experience</b>	
Experience in conducting investigative interviews, requirements gathering and running associated workshops	A/T/I
Experience of working in an analytical role	A/I
Experience of working on multiple concurrent projects	A/I
Experience of working with stakeholders and sponsors of a senior level on change roll outs	A/I
Experience of producing high quality change, process and project documentation	A/I
<b>AQA's Behaviour Framework which is assessed through the selection/probation process</b>	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation