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| ROle Purpose Statement |
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| **Role Information** |  |
| Role title: | Business Analysis Manager |
| Position Number: | TBC |
| Business Unit:  |  |
| Role reports to: |  |
| Group (1 to 7): | Group 4 |
| **The Role** |  |
| Purpose* Brief description of what the role is about
* The reasons for having this role in place
 | * Support a team of Business Analysts on their projects; including workload and capacity management, ensuring consistency in ways of working and a growing maturity in how Business Analysis is conducted at NAB
* Facilitate team growth, while also ensuring that standards are set, agreed and achieved to support successful delivery of projects
* Lean into any project problem areas using their experience of Business Analysis
* Leverage tools and capabilities to support the team to perform core analysis competencies including capturing detailed requirements, leading discovery workshops and documenting process flows to support significant change throughout the business
* Supports the business / product owner in translating customer insights into User Stories, which teams can then implement in short Sprints
* Collaborates with key stakeholders to complete required artefacts, and build alignment across the team
* Supports Developers, Analysts and Quality Engineers in understanding the product needs, so they can deliver on their commitments
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| Core Responsibilities:* What are 3-5 core responsibilities of the role?
* Does this role have any direct reports and if so, how many?
 | **Business Analysis Practice*** Use a consultative approach to define best practice of Business Analysis within Digital
* Ensure that standards are set, agreed and achieved to support successful delivery of projects
* Lead and focus on the development of team members
* Support workload and capacity requirements for the sub-domains within Digital

**User Story Definition:*** Works with the Product Owner to understand, elicit, analyse, document and communicate business requirements and articulate product vision with a strong focus on value delivery
* Assists the Product Owner to define and own the value definition of Stories, including facilitating and influencing the prioritisation of the backlog
* Expert in translating end user / customer insights into Stories complete with Acceptance Criteria, which can easily be understood by the Development Team
* Provides discipline, rigor and technical skills to the requirements definition and validation process
* NFR

**Planning & Engagement:*** Partners with key stakeholders and Product Owners to articulate product vision; documents problem/opportunity and broader context; defines desired future states using outcomes as measures of success with a strong focus on value delivery
* Collaborates with key stakeholders across business and technology to complete the required artefacts and capture necessary inputs
* Works with the team to produce high fidelity estimates by providing crystal clear requirements definitions
* Typically works ahead of the Team to elicit requirements for the next Sprint's Stories
* Shared accountability with other Team Members to help refine the Backlog and estimate the Initiatives, Features and Stories at the planning meetings
* Proactive around risks, issues, blockers and raises them as soon as possible
* Constantly looks for opportunities to improve the overall process
* Available to the team to answer questions relating to product requirements, and works with the team to breakdown Stories and translate business requirements into terms that Developers will understand
* Participates in the demos during the Sprint review
* Provide guidance to Analysts, including training and mentoring on tools and techniques
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| Success:* What does success looks like?
* What are 3-5 deliverables that define the success of the role?
 | * Defined best practice of Business Analysis within Digital
* Setting and maintaining standards that the team of BA’s work within.
* A focus on continuous improvement to alleviate pain points and ensure simpler, smarter working for the Business Analysis practice
* Complete required artefacts within agreed timelines.
* Gather full extent of requirements to a high quality.
* Obtain comprehensive understanding of business needs.
* Drive new ways of working including incremental delivery, prioritisation of backlog, collaboration, and visualisation.
* Remain in touch with acknowledged industry experts in both business and academic areas. Maintain an in-depth understanding of business operations and the market environment, as well as the relevant technology requirements and advise on future direction for technology related needs.
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| KPI’s:* How success in this role measured and what are the measures?
 | * Deliver upon Digital OKRs
* Improvement of consistency in ways of working and a growing maturity in how Business Analysis is conducted within Digital.
* Risk management and compliance, including adherence to process and controls
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| **The Person** |  |
| Critical Experiences:* Describe 3 experiences that the candidates must have in their past employment history
 | * 10+ years’ work experience as a Business Analyst (in any industry)
* Strong project experience across multiple business units and complex environments and methodologies (e.g. Agile, Waterfall)
* Demonstrated knowledge of analysis methods, tools and techniques
* Project experience
* Financial Services industry experience preferred
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| Qualifications:* Any Tertiary and other professional qualifications required
 | Nil |
| Core Skills & Capabilitiesrequired:* The must have hard (technical) and Capabilities required
 | * **Customer Focus:** Building strong customer relationships and delivering customer- centric solutions (e.g. customer centric view of product development)
* **Nimble Learning:** Actively learning through experimentation when tackling new problems, using both successes /failures as learning fodder
* **Strategic Mindset:** Seeing ahead to future possibilities and translating them into breakthrough strategies
* **Plans & Aligns:** Planning and prioritising commitments aligned with organisational goals  (e.g. prioritization of product development process)
* **Collaborates:** Building partnerships and working with others to meet shared objectives, including the ability to facilitate team input and drive co-development of product design
* **Cultivates Innovation:** Creating new and better ways for the organization to be successful
* **Decision Quality:** Making good and timely decisions that keep the organisation moving forward
* **Situational Adaptability:** Adapting approach and demeanour in real time to match the shifting demands of different situations
* **Problem Solving:** Knowledge of approaches, tools, and techniques for recognizing, anticipating, and resolving problems, across diverse situations
* **Creativity:** Knowledge of the approaches, tools, and techniques for promoting creative, original thinking and ability to apply this across diverse situations
* **Customer Behaviour and Preferences***:* Ability to predict and motivate the behaviours and preferences of existing and desired future customers
* **Initiative Justification:** Ability to justify expenditures by identifying cost, benefits, ROI, opportunities, and risks; knowledge of desirability, viability and feasibility concepts
* **Product Design & Development:** Knowledge of product features and ability to design and develop a new product, technology, or service from concept through to production
* **Requirements Analysis:** Ability to elicit, analyse and record required business functional and non-functional requirements
* **Group Facilitation:** Ability to design and facilitate a group process, elicit contributions from group members, stimulate a focused group discussion, and achieve a desired outcome
* **Agile Methodologies:** Knowledge of the principles, components and features of agile methodology; and an ability to apply this methodology to manage development processes

 **MINDSET*** Has a strong passion for customers and the experience they have with NAB
* Open to new ideas, experimentation and learning by doing
* Ability to work in a self-directed way within an autonomous team environment
* Enjoys solving complex customer and business problems
* Willingness to think outside the box and challenge existing ways of doing things is a key success criterial
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