|  |  |  |  |
| --- | --- | --- | --- |
| Role Information |  | | |
| **Role Title:** | Senior Business Analyst | | |
| **Function:** | Technology & Transformation | **Area** | Enterprise Delivery, Analysis |
| **Pay Band:** | Fixed Salary 5 | **Employee Level** | Team Member |
| **Role Reports to (role title):** | Manager, Analysis (Chapter Lead) | | |
| **Ways of Working:** | Suncorp supports flexibility in how, when and where work is conducted. All employees are encouraged to consider how flexibility could apply to their role (where business needs permit). | | |

Role Specification

|  |
| --- |
| **Objective of the Role** |
| The Senior Business Analyst is accountable for collaborating with delivery stakeholders and subject matter experts to elicit and define business requirements, analyse solution viability, and document Tribe, Squad and/or Project deliverables. They will also provide coaching and guidance to Associate Business Analysts and Business Analysts. |
| ***Being @ Suncorp Behaviours – All Team Members*** |
| * Understands role requirements, achieves quality and timely outcomes, and strives to do better. * Delivers on commitments being genuine and direct and ensuring fair outcomes for all. * Works through challenges and raises risks to achieve results. * Listens to customers, speaking up on their behalf and takes action to deliver the right outcome. * Finds different ways to perform work and identify new solutions. * Adapts to change, willing to pivot around business needs and learns from experiences. * Assists others, shares knowledge and strengths, taking ownership of team goals. * Invites different views and experiences to create diverse perspectives. * Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all. |
| ***Key Accountabilities*** |
| * Apply thorough comprehension of Suncorp business context including strategy, key systems/processes, and critical issues/constraints. * Document current and future state processes and identify opportunities for improvement. * Use information gathering techniques to proactively discover requirements and synthesise information accurately, completely, and coherently. * Work collaboratively with delivery teams and business stakeholders to gather, validate and document business requirements and develop recommendations and solutions that meet business and customer needs. * Create detailed user stories to support delivery. * Solve business problems using a methodical and consultative approach. * Effectively communicate key concepts to stakeholders. * Synthesise and simplify complex information so it is easily understood. * Act as a liaison between delivery teams and stakeholders, ensuring clear communication and understanding of delivery requirements and expectations. * Raise, and support mitigation and resolution of, risks and issues using established tools and frameworks were applicable. * Actively participate in delivery rhythms including, but not limited to, stand ups, Scrum of Scums, showcases and planning sessions. * Coach Associate Business Analysts and Business Analysts as required and lead analysis planning and coordination of Analysis work. * Guide and lead programs of work to support the Analysis Chapter in achieving its vision. |
| **Key Stakeholder Relationships** |
| * Chapter, Practice and Platform Leads. * Business Owners, Product Owners, Tribe Leads, Scrum Masters, Tribe Delivery Leads, Momentum Coaches, Project/Program Managers. * Technology and Transformation delivery partners – create a ‘one team’ delivery approach. * Risk community - ensure our delivery practices enhance our ability to manage risk within our risk appetite. * Finance community - ensure our delivery practices and outcomes remain within our financial commitments. |
| Person Specification |
| **Key job requirements** |
| ***Qualifications (indicate whether mandatory or desired)***   * Tertiary qualifications in Business, Commerce, Computer Science, Technology, or a related discipline (desired). * CBAP (Certified Business Analysis Professional) (desired).   ***Experience (minimum type and level of experience required to perform the role)***   * 5+ years in a project/delivery orientated role, in an autonomous environment with a geographically dispersed team. * 5+ years working in financial services (preferably general insurance). * Experience with Agile, Lean and waterfall methodology. * Experience building successful business relationships with and influencing stakeholders. |
| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Senior level practitioner of Business Analysis. * Demonstrated advanced work as an effective member of a team including, but not limited to, having exceptional collaboration, communication, stakeholder management and relationship building skills. * Thorough knowledge of industry frameworks and professional standards such as BABOK, Lean Six Sigma, and Agile. * Ability to develop complex business documentation and demonstrate great attention to detail. * Demonstrated ability to be a good listener and effectively communicate complex ideas and concepts. * Demonstrated critical thinking and problem-solving skills. * Demonstrated ability to facilitate workshops (face-to-face and virtually). * Demonstrated knowledge of risk management and assurance concepts. * Expert experience with project management tools and techniques, such as JIRA and confluence. * Demonstrated flexibility and resilience in responding to changing priorities. * Demonstrated ability to apply systematic and disciplined approach to planning, organising, decision making and delegation. * Demonstrated ability to work in a dynamic project team, contributing to the overall goals of the Group. * Demonstrated Momentum Mindsets of Customer Obsession, Pace over Perfection, Empowered Teams, and Transparency and Trust. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Prepared by:** | MJ Wides & Sonya Thorley  Manager, Analysis (Chapter Lead) | **Date:** | 25/05/2023 |
| **Approved by:** | Henny Shone  EM Analysis | **Date:** | 7/06/2023 |