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| 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

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