

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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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 where 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