

The National Lottery Community Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

## Business Systems Analyst

### *Our managers*

As a manager at the Fund, whatever your specialism, you will proactively lead and manage either a team of people or an area of work, or both. You'll be accountable for high levels of performance, setting the standard for others to follow, putting our customers first and supporting our shared mind-set to achieve our strategic objectives.

Your people management skills will be brought to the fore and your ability to nurture, coach, inspire and empower people will be strong, supporting a constructive and positive working environment. Your project management skills will be equally solid, with an ability to delegate when necessary, and your decision-making will be informed by robust analysis and critical assessment. Through effective stakeholder engagement and management, you will deliver excellent customer service and use feedback to improve what we do whilst also drawing on your own learning and experience.

### *Your role*

In this role, you will deliver and shape your area of expertise within your technical function in accordance with best practice to achieve operational stability and contribute to the strategic direction of the Fund. In partnership with your colleagues, you will develop and maintain standards, policies and processes relevant to your subject specialism, to be adopted and implemented by other technical staff.

You will be expected to define, promote and maintain appropriate professional standards, technical direction and adhering to relevant governance and quality frameworks. As an expert in your field you will take an active role to increase the sharing of knowledge, skills and experience across the department. You have a responsibility to maintain your required level of knowledge.

Within a project environment you may assume technical lead responsibilities and contribute towards the preparation and evaluation of business cases and strategic documents. You may also assist in the planning and direct the delivery of complex project workstreams and interdependencies across multiple teams and suppliers in accordance with recognised methodologies.

## *Business Systems Analyst*

This role will be a significant contributor in the identification and delivery of solutions arising from both technology projects led by the Technology & Data Directorate and in business change projects that are led outside of the directorate, which meet Fund strategic goals as well as operational opportunities and challenges. Delivering assigned tasks in these areas, you will proactively liaise with, and provide consultancy to, a wide variety of stakeholders to identify and distil explicit and implicit, function and non-functional needs and articulate these clearly as requirements to decision makers and project teams for action. You will be involved at every stage of the lifecycle to ensure that the solutions delivered meet the needs of those they benefit, are fit for purpose and smoothly transition into operational state.

You'll be a subject matter expert in all aspects related to business and systems analysis, and you'll have a diverse collection of responsibilities. You'll follow the engagement approach of the directorate, as defined by our Engagement and Service team, and work in close partnership with our Software Solutions and Business Partnering teams.

Business systems analysis is a key process by which the directorate works in collaboration with the organisation to understand and ultimately translate needs into packages of work for our solutions teams. Our Business Systems Analysts are expert "translators", critical to determining how our solutions can be best designed and delivered to meet needs which are expressed and explicit (what they know they need), and also the needs that are expected and implied (what they don't know that they need). Your role is to ensure needs are translated into detailed requirements that are fully understood by the delivery teams, and to be engaged throughout the lifecycle to ensure optimum delivery of solutions into operations. The role is closely supported by our Project Managers to prepare project related documentation for new solutions, our Software Solutions Team for the creation and adaptation of solutions, Engagement and Service team to engage with the wider organisation and deliver operations and support, and Infrastructure teams for hardware, connectivity and configuration.

In addition to the expectations of everyone in the directorate, the following responsibilities are specific to this role:

- Clearly articulate business change needs and assess the impact of those needs and subsequent change, and translate needs into requirements, ensuring alignment with organisational and directorate strategy.
- In close partnership with IT Project Managers, ensure requirements are effectively assessed to create project documentation, such as project requirements, scoping documents, work-packages, and any other relevant documentation, as defined by the Fund's Project Management Office (PMO).
- Develop AS IS and TO BE states for business processes and operating model designs, providing recommendations for approval by stakeholders and IT Leadership.
- Where IT Business Partners identify potential opportunities for solutions development, be informed and led by the relevant Business Partner in determining key stakeholder

engagement and the wider set of opportunities and challenges related to the context of the relevant stakeholders.

- Work closely with the Infrastructure Team to maintain a working knowledge of the Fund's technology infrastructure, ensuring proposed solutions are aligned with current and planned infrastructure changes and the directorate strategy.
- Maintain a strong working knowledge of technology trends and innovation, through analysis, research and horizon-scanning, to ensure solutions are optimised for current and potentially emerging technologies.
- Create user stories with acceptance criteria, and similar documentation dependent on the methodology being used.
- Work with the Software Solutions Manager to prioritise user stories within the related solutions/product backlogs.
- Where appropriate, plan and guide the delivery of small projects, overseeing the work of the Software Solutions Team and potential 3<sup>rd</sup> party partners.
- Act as liaison and "source of truth" between stakeholders, the Systems Solution Team and any 3<sup>rd</sup> party partners regarding software functionality throughout the development lifecycle.
- Support the communication of progress and delivery of requirements to the Senior Head (Systems & Governance) and all relevant stakeholders.
- Provide knowledge transfer and formal handover of solutions and releases to the Engagement & Service team prior to "go-live" state, and participate in "hyper-care" to ensure effective migration into operational state.
- Provide detailed guidance and hands-on support of the solution to stakeholders.
- Identify and evaluate options for improving business process and systems.
- Support the effective utilisation of solutions to address needs.
- Support familiarisation activities for the Fund related to the introduction of new technologies, through the production of written documentation and delivering presentations.
- Ensure plans are made and processes are created to evaluate the impact of the changes made, including taking responsibility for overseeing and reporting on this evaluation.
- Work closely with relevant parties on potential data migration activities.

Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

## *Your experience*

As a manager, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field. Either way, you'll need to demonstrate your experience and qualifications in these areas:

- Expert knowledge of all matters related to business and systems analysis, including relevant best practice and applicable frameworks.
- Able to navigate a complex landscape of modern technologies, with a technical understanding of current solutions and potential future solutions available from the IT team.
- Demonstrate a clear understanding of project management techniques, following a range of Agile, Waterfall and hybrid solutions development methodologies.
- Familiarity with data security principles and systems designed to protect sensitive data.
- Awareness of IT-related legislation e.g. Data Protection Act, General Data Protection Regulations, and how these apply to the creation of solutions, such as Data Impact Assessments.
- Demonstrable experience of investigating, analysing, agreeing and documenting stakeholder needs and requirements.
- Able to create and maintain functional and non-functional detailed requirements, process maps, user stories and relevant documentation in an iterative and collaborative manner using best practice principles.
- Excellent communication skills enabling effective working with technical and non-technical colleagues and stakeholders, demonstrating technical excellence and an enthusiasm for designing quality services.
- Preferable experience in supporting testing of systems and solutions.
- Working towards or holder of intermediate level or higher, industry-recognised qualifications in this area.

## *You will be able to*

### **LEADERSHIP & MANAGEMENT**

- Engage with colleagues and stakeholders to generate commitment to goals and ensure delivery
- Be a flexible and confident manager who role models the Fund's vision and principles every day
- Identify individual and team strengths, addressing development requirements to deliver objectives

- Develop a positive working environment that supports others to be engaged and feel empowered to succeed

## BUILDING GREAT RELATIONSHIPS

- Build positive relationships and networks inside and outside the Fund to support delivery of objectives
- Demonstrate advanced communication skills including networking, negotiating, and presenting to a range of audiences
- Question and listen to understand customer and stakeholder needs, identifying common themes which support your decisions and actions

## PERSONAL RESPONSIBILITY

- Prioritise and role model continuous learning and self-development, seeking out feedback to improve own and team performance
- Remain confident and calm under pressure, and have a positive influence on others during times of change
- Actively seek out work and challenge and drive the delivery of own and team objectives, supporting and encouraging others to do the same

## DELIVERY

- Readily share learning, insight, skills and resources to support business activities
- Use technology to create a better service for customers and stakeholders
- Gather, analyse and interpret data and information to inform decisions about your own work and the work of the team
- Understand and interpret the internal and external context when managing and planning business activities
- Monitor governance arrangements, providing solutions to risks and issues and ensuring lessons are learned for future work

## *Our mindset*

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things
- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning
- I want to make the Fund a great place to work

<b>Your job family is</b>	Corporate Services	<b>Your directorate is</b>	Technology & Data
<b>Your mode of working is</b>	Office based	<b>Your role template is</b>	Manager