Driver & Vehicle Standards Agency

Senior Business Analyst	
Grade	SEO
Location	Swansea
Reporting to	G7 Head of Corporate Systems
Directorate	Strategy, Policy, Digital and Technology

Role Purpose

The Senior Digital Business Analyst reports to a Grade 7 Head of Corporate Systems. The post holder is responsible for providing business analysis expertise to define and validate digital projects, products and services, ensuring they are aligned to DVSA's strategic objectives. The scope of requirements definition includes business requirements (goals, objectives, needs); stakeholder requirements, solution functional and non-functional requirements and transition requirements.

The post holder will be part of one or more agile / scrum delivery teams within Corporate Systems team; working collaboratively with Product Owners and technical colleagues (e.g. software developers, testers) to develop digital solutions that deliver value to customers and the business and provides the team all documentation.

Responsible for maintaining, refining and ensuring the product backlog is prioritised as well as coordinating communications, escalating and facilitating resolution of risks, issues and changes tied to the backlog

The post holder will contribute to developing and maintaining the capability of the business analysis function by supporting and mentoring other business analysts and participating in professional communities of practice. The post holder may also have line management responsibility for other business analysts.

Main Duties	Activities may include
	Requirements Definition, Gathering and Management • **E**licit, define, validate and manage requirements for projects, products and services (based on user needs) working closely with the Product

	Owner / Manager and development teams to create user stories ready for development • Reviews/assures detailed functional and technical specifications • Obtains formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope requirements and backlog. • Support the development, production and maintenance of business cases • Assures the suitability of the solutions in meeting the business requirements. **Business Process Improvement** • Identify and analyse problems and issues that may affect the successful delivery and continuous improvement of DVSA digital services. • Use appropriate Business Process modelling methods and tools to identify and validate "As Is" processes and design potential "To Be" processes, identifying gaps and solutions. • Work closely with technical architects, service designers, user researchers, testers, and developers to analyse options for solutions • Work closely with the business and product owners to deliver diverse and complex digital solutions and services. **Stakeholder Management** • Engage with and build and manage relationships with multiple stakeholders and other business areas. **User Needs Analysis** • Select and uses tools and methods to establish, clarify and communicate the functional and non-functional requirements of system users. • Identify the requirements' characteristics and the technical, organisational and physical environment in which services, products or systems will operate.
Leadership	• Demonstrate leadership by providing guidance to staff to support the delivery of objectives. Manage and engage with honesty and integrity, and upholding the reputation of the Agency, Department and Civil Service. • Work in collaboration with other managers across all functions for the good of DVSA and to create a high performing and well respected Agency.
Relationships Internal External	• Liaise with relevant internal departments to ensure that internal and external customer needs are met. • Ensure good relations and communications with all members of the team and internal and external customers.

	• Communicate with all major stakeholders (internal and external) to achieve business objectives. • Maintain an awareness of external factors relating to Business Analysis tools and techniques. Communicate such information to colleagues as part of the continuous improvement of the function.

Qualifications, Professional Memberships, Experience and Behaviours

Qualification/ Professional Memberships	Qualification: The British Computer Society International Diploma in Business Analysis or equivalent e.g. the IIBA CCBA or CBAP certifications The successful candidate should either hold or be prepared to work towards one of these.

Skills and Experience

The post holder will be able to demonstrate the following knowledge, skills and experience:

- Experience of working collaboratively with Product Owners and technical colleagues (e.g. software developers, testers) in agile teams to develop and refine business requirements/ user stories and related acceptance criteria.
- Experience of working as a business analyst using Agile methodologies in delivering digital projects and products, using appropriate frameworks (e.g. Scrum, Kanban).
- Experienced in taking responsibility for investigative work to determine business requirements and specify effective business processes. Applying and monitoring the use of modelling and analysis tools, methods and standards.
- Experienced in identifying user needs, producing user stories and proposing design approaches or services to meet these needs by putting users first and managing competing priorities.
- Experienced in solving complex problems and concepts by gathering and analysing information using comprehensive tools and techniques, using data to formulate plans, and identifying and analysing options to assess feasibility and operational impact.
- Proven experience of coordinating and engaging extensively with multiple stakeholders at all levels throughout projects.
- Communicating with the development team to ensure they have a complete understanding of the business and user needs, making sure user perspectives are fully considered by technical design teams.
- An in-depth understanding of and extensive experience of working within, the BCS Business Analysis Framework.

Success Profiles – Behaviours

Seeing the Big Picture	**Changing and Improving**
Please refer to the attached Civil Service Behaviours dictionary for further information.	

Technical Skills
The Senior Business Analyst role is a specialist role within the Digital, Data and Technology profession. For more information on the DDaT skills and competencies framework, please visit: https://www.gov.uk/government/publications/senior-business-analyst-skills-they-need/senior-business-analyst-skills-they-need

Any Other Requirements	UK travel as required to DVSA locations across UK (notably Bristol, Nottingham, Swansea, Leeds and Newcastle) to meet stakeholder and suppliers. This may require overnight stays.
Further Information	Please contact Mike Davies (mike.davies@dvsa.gov.uk)

Assessed at sift:
- Experience of working collaboratively with Product Owners and technical colleagues (e.g. software developers, testers) in agile teams to develop and refine business requirements/ user stories and related acceptance criteria.
- Experience of working as a business analyst using Agile methodologies in delivering digital projects and products, using appropriate frameworks (e.g. Scrum, Kanban).
- Experienced in taking responsibility for investigative work to determine business requirements and specify effective business processes. Applying and monitoring the use of modelling and analysis tools, methods and standards.

Assessed at interview:

- Knowledge and Experience
- Technical Skills
- Behaviours
    - Seeing the Big Picture
    - Changing and Improving