

## Job Specification

<b>Job Title:</b>	Business Analyst
<b>Reports To:</b>	Client Services Manager
<b>Direct Reports</b>	<b>None</b>
<b>Main Contacts:</b>	External: project teams, users and user managers within client organisations Internal: Project Manager, Implementation Consultants, Development Team Leader, Technical Consultant, and Business Analysts

### Overall Responsibility

Undertake all business analysis tasks associated with the implementation of the WorkPlace solution for a number of clients in line with the scope of works. Specifically:

- Specify, develop and test complex reporting services reports as required by Project Teams in accordance with the specifications produced.
- Specify, develop and test Pay Rules as required by Project Teams in accordance with the specifications produced.
- Elicit requirements using interviews / workshops (including client site visits)
- Analyse and document requirements - business processes descriptions, use cases, task and workflow analysis, configuration parameters for the client solution.
- Working with Project Teams, assist with the technical aspects of importing and validation of required customer data.

Where requested, coordinate the activities of Workplace and the customer necessary to achieve a successful implementation.

### Key Activities

- Work with Project Teams to deliver the following'
  - Produce specifications for reporting services reports;
  - Develop and test complex reporting services reports;
  - Develop and test stored procedures and functions to support reporting;
  - Ensure all processes are followed to post the code into source control, adhere to change control processes in the deployment of the reports to the live environment.
- Configure and build client software pay rules using the feature sets of different WorkPlace products.
- Assist with the technical aspects of the importing and validating customer data to build the solution for use by the customer together with project teams.

- Gain an in-depth understanding of client requirements and the implications and business benefits that result from implementing the WorkPlace solution.
- Work with other Business Analysts and with Project Teams to advise on capabilities of the software and to meet customer requirements.
- Achieve and maintain deep familiarity with WorkPlace software solutions – including application architecture, database schema, development tools and native language.
- Proactively communicate and collaborate with external and internal customers to analyse information needs and functional requirements and deliver the following as required:
  - Business Requirements Documentation
  - Business Process Documentation
  - Functional Requirements Documentation (including Use Cases)
  - Interface Functional Specifications
  - Reporting Services Specifications.
- Work in accordance with WorkPlace Implementation Methodology, and act as the lead for requirements gathering and specifications where requested to do so.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, breakdown high-level information into details and summarise low-level information for general understanding.
- Understand bespoke developments produced for the customer by review of the relevant Change Request and Functional Change Specification (FCS) documentation and by attending Sprint Reviews during the development cycle as necessary.
- Use persuasion and influencing skills to participate in change management within the client organisation and user acceptance.
- Remain current with the growing capabilities of the software.
- Develop strong relationships with the client and with internal customers (i.e. project teams) at all levels, with a particular focus on users and user managers.
- Work with Project Team to maximise client satisfaction and project success.
- Deliver internal training where necessary.

### **Person Specification**

- Familiarity with the software development and configuration lifecycle.
- Strong SQL skills (note: interview candidates will be required to take an SQL aptitude test)
- Significant proven experience in either Microsoft Reporting Services (preferred) or another Reporting Tool.
- Strong analytical skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Good team skills, able to work with project managers, implementation consultants and developers to achieve successful solutions.
- Excellent verbal and written communication and relationship building skills, able to build strong, open and honest client relationships.
- Good written communication skills producing clear and concise documentation.
- High work standards, able to exceed client expectations.
- Educated to degree standard or with equivalent relevant experience

**WorkPlace Systems plc**  
**Workforce Management Leaders**

- Strong organisation, coordination and time management skills.
- Positive, energetic, motivated, tenacious with high standards of customer service.
- Experience with any of the following would be a strong advantage: XML, Java, MySQL stored procedures and functions, PHP
- Familiarity with labour scheduling processes and/or payroll systems in retail, hospitality, public services, transport sectors would be an advantage.

**Location and Travel**

Must be based within one hour's commuting distance of Milton Keynes office.