Business Analyst
Department: Project Management Office (PMO)

first:utility

LOCATION: Warwick

SUMMARY

The UK's largest independent energy provider is seeking to appoint a Business Analyst with experience in business change requirements capture and analysis to join their expanding team. First Utility is committed to helping customers reduce their energy bills through the use of innovative technology, by offering cheaper tariffs and campaigning for industry change. This opening comes at an exciting stage and offers a fantastic opportunity for you to be part of a team hungry to make a difference.

We are the 'Growing Business Awards' Growing Business of the Year 2014 and the only energy company to have been listed in the fast track 100 for four consecutive years. We have recently been listed in the top ten of the Top Track 250 and are the highest ranking energy company on the list.

ROLE OVERVIEW

Acting as the interface with stakeholders including business departments, product and development teams, the Business Analyst is responsible for understanding and articulating the goals and specific, measurable objectives for each change project. The Business Analyst will define, analyse, manage requirements and recommend options for achieving those goals and objectives, working closely with Project Managers.

Projects will involve both IT and business process re-engineering, cutting across all domains of the supply business including: on-line registrations, customer self-serve, mediation, rating and billing. Successful candidates will possess, or have the ability to gain, strong subject matter expertise and a desire to grow in a rapidly expanding firm that seeks to differentiate itself through technology.

AREAS OF SPECIFIC RESPONSIBILITY

- Identify and understand stakeholders' underlying needs and concerns.
- Manage and communicate requirements (manage conflicts, issues, and changes to ensure agreement on solution scope) to stakeholders.
- Identify and clarify a business need and define the solution's scope that can feasibly be implemented.
- Analyse requirements (prioritise and progressively elaborate stakeholder and solution requirements, assessing the current state of the business and verification and validation of the requirements).
- Produce change program blueprints that capture 'As-Is' and 'To-Be' conditions including business processes.
- Define and manage the value streams of the business together with plans for realising benefits through identified changes to capabilities including business processes, testing and training.
- Assess and validate solution options (perform gap/fit analysis and verify how the solution meets performance and effectiveness expectations).
- To work closely with the business and support the software development team to document, design and deliver cost effective and high quality systems within the required time-scales.
- To collaborate with developers and subject matter experts to establish the technical vision and analyse trade-offs between usability and performance needs.
- To support Acceptance Testing of end-to-end solutions by the business, in collaboration with the Test team.

THE DESIRABLE CANDIDATE WILL HAVE:

- Significant, demonstrable experience as a Business Analyst - Any experience of working in the utilities industry would be considered an advantage, but not essential. Equally valuable would be experience of working in a fast paced, customer focussed retail environment.
- Process mapping and process re-engineering skills, focussing on the ability to identify and implement continuous improvement opportunities, pragmatically and at pace.
- Ability to manage and prioritise workload across a number of different projects.
- Good facilitation skills with demonstrable experience of strong stakeholder management.

- Excellent problem solving skills, with the ability to identify the appropriate level of solution to match the complexity and scale of the problem.
- Functional and non-functional requirements gathering skills with demonstrable experience of a range of requirements gathering techniques.
- Understanding of, and exposure to, Agile/Scrum/Kanban development methodologies
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group including executives, managers, and subject matter experts.
- Experience of producing business cases and its appraisal techniques would be beneficial.
- ISEB Business Analysis modules/diploma certifications would be beneficial.
- You must be a self-starter, a quick learner, approachable and be able to work in a fast paced environment whilst retaining a high level of integrity.

THE BENEFITS
As well as a rewarding career, development opportunities and competitive salary, you'll also enjoy 25 days holiday (plus Bank Holidays), pension, option to purchase childcare vouchers, and become eligible for our staff energy tariff along with other great ad-hoc offers

We believe in putting energy into looking after our teams, so you'll benefit from BUPA Private Healthcare, cycle to work scheme, a great working environment with relaxation areas to recharge your batteries and free soft drinks available all day. We also have "Fruity Friday" where fresh fruit is available every week for all employees.

OTHER:
All applicants must be eligible to live and work in the UK