IT Business Analyst

Directorate: Technology and Projects

Reporting to: Programme Manager

Contract type: Permanent

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

We're looking for an experienced IT Business Analyst to help us deliver best in class projects in Mary's Meals International. As an IT Business Analyst your role will be to act as a key interface between our technical project teams and functional units. You will be responsible for documenting and articulating problems, processes and solutions as well as producing high quality specifications for business and technical audiences using methodologies and language that can be easily understood by all.

Key responsibilities and activities:

- Meeting with stakeholders to understand and review business objectives and project requirements.
- Facilitating workshops to achieve focused outcomes and a common understanding of functional needs.
- Eliciting requirements, both functional and non-functional.
- Documenting current 'As Is' using process maps and presenting back to stakeholders.
- Considering business requirements against current processes and assisting in the development and implementation of 'To Be' requirements.
- Formally documenting functions and processes using Microsoft Office and other tools.
- Documenting Systems Interfaces and API's
- Using tools to analyse data, to identify trends and aid decision-making.
- Attending project meetings.
- Supporting the production of project Management Information and presenting this back to stakeholders and senior management.
- Supporting user acceptance testing (UAT) by creating test cases and acceptance criteria and supporting issue/defect management.
- Working with project managers and product owners to deliver projects and programmes to plan.
- Providing support for the preparation of Training materials.
- Involved in process improvements, looking for areas of improvement and making recommendations for improvement to senior stakeholders.
- Understanding the needs of end users in relation to objectives, culture and organisational structure.
- Achieve a high level of user/customer satisfaction through careful planning, creative problem solving, solid expectation management and effective relationship development.

- Contribute to organisational growth through the creation and sharing of knowledge, lessons learned, and best practices from previous project experience

Management of self

- Identify opportunities for self-development including keeping business and technical knowledge up to date and relevant, to continually develop capability.
- Lead by example, communicate effectively and accept personal responsibility

Additional information:

- As part of your role, you may be required to travel to countries where Mary's Meals operates.

Essential skills & experience required for this role:

- 5+ years of work experience in Business Analysis.
- Any relevant professional qualifications such as BCS Business Analysis or Technical certification.
- Experience of working as a Business Analyst within complex IT project environments.
- Experience of working autonomously.
- Good technical understanding of Business Analysis frameworks, value cycles, business processes, business requirements, data mapping and UAT methodologies.
- Excellent communication and stakeholder management skills and ability to integrate well into a team and build effective relationships.
- Ability to critically evaluate information gathered across multiple sources, reconcile variances, and recommend proposals to stakeholders.
- Proven analytical mindset with an ability to assist the development of solutions to technical problems.

Desirable skills and experience required for this role:

- Experience of working with CRM solutions, and Salesforce in particular
- Involvement in the planning and delivery of Digital Transformation projects
- Experience of using Cost Benefit Analysis to derive ROI and project priorities
- Experience of working in an Agile Methodology, preferably Scrum
- Experience of working alongside a Product Owner
- Experience of Jira or similar Agile Framework
- Experience of using SQL and other data analysis tools

Mary's Meals 7S Leadership Competencies:

As a leader within Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	- I build and demonstrate resilience - I lead by example - I am authentic and true to Mary's Meals values - I develop myself and set stretching goals
Service	- I have a vocational attitude to my work - I inspire hope in others - I build belief that even difficult challenges can be solved - I am committed to serving and enabling all who want to be part of the global movement - I work to ensure our future will be even better than our past

Simplicity	• I communicate effectively • I follow clear decision-making criteria • I create plans that are easy to follow and contribute to organisational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	• I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	• I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I develop strategy and translate it into action
Strengthen	• I create a positive work environment • I increase the capabilities of my team • I help people manage their careers • I find and develop next-generation talent
Success	• I ensure my team is technically competent and always developing • I build high performing teams • I ensure accountability • I am a catalyst for change

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your annual PDR process.