

JOB DESCRIPTION

Job Title:	Project and Business Analyst
Directorate:	Finance
Location:	Thomas More Square
Reporting to:	Business Change Service Manager
Responsible for:	Not Applicable

PURPOSE OF THE JOB

To be responsible for effective Project Management and Business Analysis of mainly but not exclusively IT Projects, ensuring all assigned projects are properly managed.

As part of the Business Change Team lead in the creation, implementation and use of systems, processes and tools to manage organisational projects and change initiatives.

Provide support, assistance, training and advice to members of staff assigned as project managers, in the use of the St Mungo's Project Management Approach.

KEY RESPONSIBILITIES

1. Carry out day to day project management using the St Mungo's Project Management Approach, over the life of the projects to ensure they are managed to required organisational standards.
2. Deliver effective and timely project management and business analysis support and guidance to project managers across various projects and business areas on behalf of the Business Change Team.
3. Support the Business Change Services Manager to formulate, document and maintain required processes and procedures of the Business Change Team and management of the wider Organisational Projects Portfolio.
4. Lead (facilitate), guide, manage and motivate cross functional and cross organisational Project Teams, through the project.
5. Produce timely, accurate and relevant reporting on individual projects and the wider organisational project portfolio.
6. Monitor project performance against the usual constraints of time, cost or scope and report to stakeholders and manage any issues likely to result in planned or unplanned project

change.

7. Gather stakeholder requirements in relation to the provision of appropriate solutions
8. Analyse, Model and Re-engineer relevant processes to improve efficiency.
9. Adhere with Change and Configuration Management procedures when introducing any change in St. Mungo's
10. Assist Project Managers with the development and maintenance of project controls, project tracking, budget management, status reporting etc.
11. Serve as a point of contact to project stakeholders in the absence of the assigned Project Manager.
12. Provision of user support and training on Project Management tools and systems.
13. Adhere to the Service Level Agreement (SLA) set by St Mungo's IT.
14. Deputise for the Business Change Service Manager when required.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Project and Business Analyst

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Experience using a formal project management method or approach.
2. Experience successfully managing and motivating multi discipline, cross departmental, multi organisation project teams.
3. Experience of MS Project or other project management system.
4. Experience of performing different roles within a project team, including leading and contributing to projects others are leading on.
5. Experience working with people of technical and non-technical backgrounds and the engagement of stakeholders from all parts and at all levels of the organisation.
6. Experience of proactively managing projects and anticipating and dealing with risks and issues, and of delivering outcomes and projects to agreed time, budget and scope.

Skills, Knowledge and Abilities

7. Excellent communication skills, both written and verbal, including presentations, workshops and training facilitation.
8. Proven analytical and problem solving skills.
9. Ability to thrive in an environment of constant change.
10. Comfortable with MS Office and good knowledge of MS Excel analytical functions.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> <input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<ul style="list-style-type: none"> <input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<ul style="list-style-type: none"> <input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<ul style="list-style-type: none"> <input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> <input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth