

Delivering for Excellence

Entry Level Business Analyst

The Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role.

Stewardship: Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:

- Identifying opportunities to improve business services through the application of new technologies
- Supporting the implementation of new technology in support of a project or service improvement
- Working with established Business Analysts to understand current business processes and identify areas for improvement

And in delivering these you will have:

- An interest in and awareness of the latest technology trends and how they might be applied to improve delivery of work
- Knowledge of how a business process can be mapped and analysed to identify improvements
- A skill in being able to obtain information from others in an engaging way, working with impartiality and sound judgement

Excellence: Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Supporting the preparation, running and documentation of various workshops involving staff and external participants and delivering a range of business analysis documentation to high standards
- Undertaking interviews with small groups of staff in support of delivery and documenting these interviews
- Supporting our live services through the provision of support and analysis of incidents

And in delivering these you will have:

- High quality oral and written communication skills with the ability to prepare a range of documentation both written and pictorial (e.g. graphs, presentations)
- Experience of using a range of software tools to produce documentation, in particular Word, Excel, PowerPoint & Outlook
- A logical and analytical approach to problem solving

Respect: Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main duties will involve:

- Making positive contributions to our team through identifying opportunities to improve on current working practices
- Recognition of individual's needs and ensuring that delivery of products and materials meet these needs
- Develop and maintain effective and professional relationships in the team and wider organisation to support the delivery of work

And in delivering these you will have:

- Experience of working within a team and contribution to the teams' objectives, valuing the ideas and contribution that everyone can make
- Good communication skills and the ability to influence people to support the outcomes of the teams' work
- The ability to engage with people on a variety of levels and tailor engagements to suit different styles

Inclusiveness: Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Engagement with business colleagues, ensuring that their contribution is recognised and valued
- Demonstrating new software or developments to staff, gathering and analysing feedback, liaising with the product team and providing feedback to staff
- Contributing to the Office Delivery Plan through working within the business analyst team, learning from and supporting colleagues to deliver the teams overall goals

And in delivering these you will have:

- The ability to actively listen to your audience and ensure that all voices are heard in meetings and workshops
- Interest and self-motivation to learn new software and the ability to translate this into easy-to-understand guides and support material
- Experience of supporting staff during the introduction of changes to the business

