Business Analysis Manager

Job Summary

The Business Analysis Manager leads the development and implementation of business solutions by working to implement process changes and managing business improvement projects.

Job level: Manager

Competencies

Business Analysis (Level 3)

Identifying, investigating and evaluating options for improving business systems, defining requirements and ensuring the effective use of information technology to meet the needs of the business.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Uses standard requirements elicitation techniques to understand client business requirements, processes and roles.
- Develops clear requirement statements and simple business cases.
- Carries out simple business process re-engineering.
- Applies established governance, audit and compliance, and change management principles to introduce and manage organizational changes.

Requirements Analysis (Level 3)

Eliciting, documenting and managing requirements, to meet business and project objectives and facilitate the successful implementation of the product or service.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Develops complex models with multiple dependencies or that require the input of multiple groups.
- Creates or revises processes according to improvement plans and objectives.
- Develops learning solutions to educate employees on new or revised processes.
- Manages interdependencies between processes to ensure effective operations.
- Evaluates processes after improvements and, on an ongoing basis, to determine need for further revisions.
- Provides recommendations including cost-benefit analysis for most viable option when multiple alternatives are presented.

Project Risk Management (Level 3)

Identifying, assessing, prioritizing, documenting and managing risk and its impact.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Qualifies and quantifies known risks.
- Develops risk response plan, including strategies for each defined risk.
- Uses advanced risk tools to analyze risk on highly complex initiatives.
- Identifies project barriers that can impact other projects.
- Identifies risk trends.
- Recognizes when a new or unknown risk occurs and establishes workarounds and mitigation plans.

Fostering Communication (Level 3)

Listening and communicating openly, honestly, and respectfully with different audiences, promoting dialogue and building consensus.

Adapts communication

- Tailors communication (e.g., content, style and medium) to diverse audiences.
- Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.
- Communicates with all organizational levels.
- Understands others' complex or underlying needs, motivations, emotions or concerns, communicating effectively despite the sensitivity of the situation.

Data Literacy (Level 4)

Using data to gain insights, solve problems, and inform decisions.

Leverages complex data for impact.

- Interprets complex data, including advanced statistics, to identify trends and draw conclusions.
- Translates data-based evidence into actionable knowledge to inform decision making.
- Implements strategies to incorporate data analytics into decision making at different levels of the organization.
- Determines what research and data analytics are needed to address an issue.
- Evaluates data collection and analysis processes to identify potential biases.

Collaborating with Others (Level 3)

Working together with others in a cooperative and supportive manner to achieve shared goals.

Fosters collaboration

- Gives credit and acknowledgement for contributions and efforts of others.
- Provides constructive feedback to others.
- Helps build consensus among members of groups.
- Provides opportunities for all group members to contribute to group discussions.

Planning and Organizing (Level 3)

Reaching goals that are central to organizational success by making and following plans and allocating resources effectively.

Plans and organizes major activities

- Identifies varied resources needed (e.g., different types of expenditures; different skill mixes).
- Produces realistic and achievable work plans.
- Develops contingency plans to handle potential obstacles.
- Breaks activities into smaller components to facilitate completion.
- Renegotiates commitments or deadlines as circumstances dictate, ensuring "no surprises" at the expected completion.
- Evaluates the extent to which objectives have been achieved.

Leading Change (Level 4)

Recognizing the need for change, being open to new ideas and methods, and championing transformational change within the organization and beyond.

Leads organization-wide change initiatives and builds a culture of continuous transformation.

- Leads the translation of broad organizational change strategies into specific directions and goals.
- Communicates a sense of relevance to sustain momentum for change.
- Addresses systemic barriers that undermine the organization's transformation.
- Assesses the climate on a regular basis, adjusting the pace of change for maximum success.
- Encourages risk-taking and non-traditional ideas, activities and actions.
- Monitors improvements for ongoing consolidation and institutionalization of improvements.
- Manages the implementation of change initiatives, adjusting ineffective strategies.
- Discerns what changes are relevant and will lead to improvement.

Responsibilities

Business Analytics

- Lead the development of business solutions and drive out business requirements at all levels
- Work collaboratively with technical and business team members to ensure the successful implementation of business solutions
- Verify that business requirements have been met and obtain sign off from internal business partners
- Manage business process improvement projects to an agreed project plan
- Make recommendations for business processes to complement the solutions being implemented
- Use business analysis and requirements modeling tools, such as data flow diagrams, relationship data models and business process modelling
- Participate in knowledge transfer within the team and business unit
- Build strategic business relationships with stakeholders and other team members
- Improve business analysis capabilities of the team through quality assurance of deliverables and processes and impact assessment
- Resolve issues across stakeholders to arrive at solutions that meet business needs and satisfy stakeholders

Knowledge Areas

- Microsoft Office Suite (Intermediate)
- Python (Intermediate)
- Structured Query Language (SQL) (Intermediate)
- Tableau (Intermediate)