



Lead Business Analyst

Role Purpose:

Lead the development of the business analysis team as well as working collaboratively across the organisation to be instrumental in embedding business analysis within Lifepplus. You'll be a natural leader and exceptional people person to confidently articulate strategic direction and advise on complex changes within a fast pace environment across a broad range of projects. You will also have a hands on approach by being directly involved in working on projects performing business analysis.

Key Responsibilities:

- Undertake business analysis for assigned projects using a wide range of BA tools and techniques.
- Operating at strategic level; able to create and execute a strategy to implement a BA service (standards, templates and methods) across the business.
- Line management of the Business Analysis team
- Mentor and coach the Business Analysis team on different levels, as appropriate for senior and junior Business Analysts.
- Bring outside in; actively seek and advise on industry best practices and look to see how these can be utilized, if appropriate for Lifepplus.
- Building strong working relationships with key stakeholders and sponsors across the whole business.
- To be considered a leader in Agile methodologies and Lean thinking with the capacity to coach and grow the team.
- To have a toolkit of proven techniques and practices that cover a range of function levels that can be implemented for a variety of uses and levels. For example across departments and projects.
- Lead continuous improvement to always be looking at how Lifepplus can grow for the better to achieve our mission statement.
- Lead requirements workshops to identify business needs and analyse core business processes with stakeholders of senior and executive levels.
- Refine a problem and come up with one or more solutions which fit in with the overall systems.
- Ability to see the bigger picture whilst translating business needs into requirements that are implementable by a range of functions e.g. IT, Facilities.
- Active and positive contribution to both the PMO team, project team(s) and Lifepplus as a whole.

Education and Experience

- A minimum of 8 years of Business Analyst experience including a minimum of 3 years' experience as a Lead Business Analyst
- Completed BSC International Diploma of Business Analysis, or equivalent
- Experience of operating or contributing significantly at a strategic level
- Experience of leading a team of Business Analysts
- Experience with large IT systems, data migration and / or integrations between software applications
- General understanding of applications and technologies including databases infrastructure, networks and telephony
- Experience of having to adapt your way of project delivery to meet an organisations culture

Key competencies

- Excellent stakeholder management skills; high level of emotional intelligence - ability to read stakeholders and adjust communication style accordingly
- Strong analytical skills
- A positive approach; always looking for solutions from the outset
- Critical thinking and ability to solve complex problems
- A proven ability to assess the wider impact of change, based on initial requirements
- Highly organised and able to prioritise workloads and meet deadlines
- Excellent verbal and written communication and presentation skills
- Professional at all times, using a proactive and collaborative approach
- An open flexible working style is key, with the ability to build trust and credibility quickly
- Adaptable with the ability to work in a "start-up" environment; ability to cope with the unknown and unexpected, as well as the routine, and able to work with incomplete and conflicting information
- Excellent MS Project, Excel, Word, PowerPoint and Visio skills
- Comfortable with ambiguity

Working hours Monday to Friday 37.5 hours per week

You will need to be able to travel between sites in St Neots and Bedford as well as travel to our US headquarters in Arkansas when needed.

This list of Roles and Responsibilities is not exhaustive and is not designed to limit or inhibit the way we work or how the role develops, it is intended to be a fluid document and indicates how we currently see the role.

- Please note: The successful applicant will be required to undertake a criminal record check.
- Please advise us in advance if you have any special requirements if you are asked to attend an interview.

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