



Marie Curie Job Description

Job title	Senior Business Analyst (HR Transformation)
Department	Back Office Transformation
Location	Vauxhall, London
Reports to	BOT Programme Transformation Lead
Accountable to	BOT Programme Manager

Job Purpose/Summary

Backoffice Transformation Team

We can't deliver great care and support to those that need us without a strong Back office supporting the organisation. This set of teams works to keep Marie Curie going; covering HR, Finance, IT and much more...it is the engine room of our wonderful charity. But, like any back office we need to invest in it and improve it and so the Backoffice Transformation Team is being formed to transform Marie Curie's back office. This change programme will focus on systems, processes, ways of working and culture to build a Backoffice that supports, underpins and empowers Marie Curie to achieve all that we can.

Senior Business Analyst role

This role will support the development of new and upgraded back office systems to help transform operations. Solutions supported by this role may cross all Marie Curie functions and locations, including staff based in MC offices, in MC hospices, in 3rd party hosted office locations, and based at home. The anticipated new back office solutions are being planned in order to enable improved experience of supporters with whom we fund-raise, and patients and families for whom we care – and to deliver efficiencies and improve effectiveness of all internal processes.

The role of the **BOT HR Senior Business Analyst** is to analyse and document requirements, create specifications, and design solutions for Human Capital / Human Resources related business processes for MC users. These solutions must be developed to a high standard and within agreed timescales, using recognised business systems analysis and project management methods and tools.

The work to be undertaken will include all aspects of the analysis, design and definition of solutions in scope. All work to specify, procure, evaluate, test, deploy and support solutions must be performed to accepted technology implementation standards and accepted industrial / commercial practices. More specifically, the deliverables from this role need explicitly to conform to the legal and statutory requirements framework governing the lifecycle of record keeping relating to patients, employees, volunteers, and supporters.

Internal

- Programme Team
- Solution Architect
- Finance teams

- People & Organisation teams
- Payroll team
- Fundraising senior teams
- Caring Services senior teams
- IT Infrastructure
- IT Application Support
- Information Security and Governance
- Performance, Data & Analytics department
- NST Programme

External

- Platform vendor
- Integration partner
- Legacy Finance provider
- Legacy HR systems provider(s)
- Legacy Payroll provider

Accountabilities (Duties & Responsibilities)

1. Business systems analysis

1.1 The Senior Business Analyst will be responsible for developing requirements for new solutions in the following areas:

- Core employee administration and records
 - Employees 4,000+
 - Volunteers 9,000+
- Absence and attendance
- Compensation and benefits
- Learning and development
- Organisation development
- Career and role development
- Payroll
- Analytics and reporting
- Manager self service
- Employee self service

1.2 The Senior Business Analyst will be responsible for developing requirements for interfaces in the following areas:

- Employee contract details to Rostering
- Absence and attendance details from Rostering
- Payroll details from Scheduling
- Extracts of HR data for warehousing, analysis and reporting

1.3 The Senior Business Analyst will, specifically:

- Ensure they have a full understanding of the Marie Curie business drivers, operational processes and business strategies
- Liaise with relevant user communities and stakeholders to define new or amended solution requirements
- Work with IT and user staff to provide 2nd line support for existing Caring Services systems

- Rationalise from raw materials and first principles including the output of interviews and workshops with user groups, to determine formalised and structured systems requirements
- Work from initial user captured requirements to develop relevant and accurate solution design options and specifications
- Create business case materials to ensure that appropriate and affordable solutions can be procured and or developed, in house or by third party organisations
- Develop documentation across project life cycle
- Ensure appropriate input, collaboration and engagement from key stakeholders
- Ensure that the relevant levels of tests and test documentation are produced appropriate to the development methodology being used to deliver any solution
- Lead and inform user communities in agreeing solution specifications and then following these through design and build phases to achieve transparent and traceable system tests and user acceptance tests
- Lead other business analysts

Use appropriate methodologies to:

- Define user requirements
- Define process maps as required
- Create test documentation
- Create solution specifications
- Create interface specifications
- Ensure legal and statutory test criteria are applied and achieved
- Participate in solution design, build and test
- Manage stakeholders
- Manage solutions to ITIL standards
- Define operational performance parameters and success criteria and enforce these with suppliers as needed

2. Communication and reporting

Develop communication plans relating to the development of new systems, procedures and solutions, including the identification of key stakeholders and partners across all levels of the organisation.

Responsible for establishing and maintaining effective networks with professional colleagues, ensuring that the profile of the project is appropriately represented. Keep abreast of current issues in relation to central and local HR related initiatives and maintain an understanding of back office wide requirements.

To provide activity reports, at agreed intervals, to the Back Office Transformation programme and project management. Prepare project reports and presentations for audiences as required.

3. System Evaluations

Ensure that clear performance measures are identified at project development stage. Develop evaluation methods and criteria (collaboratively with relevant colleagues) and ensure data availability service levels are specified and executed.

4. Professional Development

Maintain an understanding of regulatory and other data requirements across all four UK nations to ensure new solutions are compliant and relevant in each region. Maintain relevant professional networks and attend external conferences as required to maintain up to date technical knowledge.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to work with the Charity in maintaining good standards of health and safety.
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and do not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

	<p>Marie Curie Person Specification</p>
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Job title : **Senior Business Analyst**

Job reference: **tbc**

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<ol style="list-style-type: none"> 1. Excellent business systems analysis skills with the ability to deliver accurate and relevant solution specifications 2. Ability to grasp new business requirements quickly, such as the Nursing Service contracts 3. Excellent negotiation and influencing skills, demonstrating ability to influence design decisions and gain confidence of both clinical and managerial colleagues 4. Able to work efficiently and effectively under pressure, prioritising own workload 5. Able to demonstrate a range of problem solving techniques 6. Ability to lead teams 	<ol style="list-style-type: none"> 1. Excellent analytical skills in both data and process 2. Experience of working in a hospice or community service 3. Excellent written and verbal communication skills 4. Networking skills, demonstrating ability to engage with experts in Informatics e.g. in HSCIC 5. Workshop facilitation skills 	Interview
Knowledge	<ol style="list-style-type: none"> 1. Sound knowledge of systems analysis and design tools and techniques 2. Good understanding of waterfall and agile methods for design and 	<ol style="list-style-type: none"> 1. NHS policy environment for end of life care & LTC 2. Knowledge of cloud based ERP Systems 3. Knowledge of best practices in HR 	Interview

	<ul style="list-style-type: none"> 3. development 3. Change management methodology 4. Knowledge and understanding of social and healthcare policy and provision 	<ul style="list-style-type: none"> platforms and solution implementation 4. Basic understanding of palliative care needs and care provision 	
Qualifications, training and education	<ul style="list-style-type: none"> 1. Can demonstrate degree level capability 2. Training and development to maintain project management skills 	<ul style="list-style-type: none"> 1. Graduate or equiv exp 2. PRINCE 2 & Agile exp 3. TOGAF or equivalent 4. ITIL experience 	Interview
Experience	<ul style="list-style-type: none"> 1. Demonstrable experience of implementing ERP HR cloud based platforms 2. Experience with non profit business models and employment contracts 3. Experience in working with stakeholders at senior level on design and testing 4. Experience of delivering multi-site rollout implementation of system solutions 5. Experience of approaches to documenting processes 6. Experience of conducting interviews and capturing outputs 	<ul style="list-style-type: none"> 1. Experience of supporting or using EMIS Primary Care Systems 2. Experience of rostering or scheduling systems e.g. Allocate 3. Experience of structured systems analysis and design in both project and support settings 	Interview
Other requirements	<ul style="list-style-type: none"> 1. Ability to travel within the UK 2. Willingness to work occasional unsocial hours and overnight stays 	<ul style="list-style-type: none"> 1. Driving Licence 	Interview

	<ol style="list-style-type: none"> 1. Team orientated 2. Articulate 3. Outcome driven 4. Customer focused 5. Excellent at 	<ol style="list-style-type: none"> 1. Strategic thinking 2. Innovative 	Interview
	<ol style="list-style-type: none"> 6. Diplomatic 7. Dynamic 8. Consensual 	<ol style="list-style-type: none"> 1. Marie Curie 2. Terms & Conditions 	

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities

Job title	Senior Business Analyst
Job reference	tbc
Salary scale	Marie Curie
Salary	Range TBA
Annual leave entitlement	TBA
Notice period	One Month (after probationary period)
Working hours	35 hours per week
Probationary period	Six months
Disclosure Check	None.