

Job title	Junior Business Analyst		
Job family	Technology, Systems & Delivery	Band	C

Job purpose

Business Analysts are responsible for the initiation, discovery, feasibility and definition and shaping of a wide range of products and projects across the BBC. They work closely with production, business delivery and supplier teams both internally and externally, to ensure that the BBC’s investment and the solutions delivered realise true benefit. The Junior Business Analyst supports this work, ensuring that business requirements and processes are fully understood and clearly documented, while developing their own skills and becoming proficient in business analysis techniques and best practice.

Key responsibilities and accountabilities

- Takes ownership of gathering and articulating user, business and technical requirements (both functional and non-functional), documenting accurately, to ensure all requirements that contribute to a business case and solution delivery are valid and traceable.
- Collaborates and interacts with multi-disciplinary teams for initial feasibility study, solution design and business justification to ensure there is a clear understanding of “what” change is being proposed and “why”.
- Acquires knowledge of existing business processes and systems, documenting process models and task analysis to identify areas for potential process improvement.
- Builds and maintains good business relationships with all stakeholders and designated contacts to share business system and domain knowledge.
- Works closely with project and product management teams, providing analysis updates and raising task blockers to facilitate business or technical decisions in the BBC’s best interest.
- Works with business areas to define business benefits, creating benefits maps and introducing measures to baseline, tracking and reporting progress against targets, to measure performance and value.

Knowledge, skills, training and experience

Essential

- Awareness of business and data analysis tools and techniques such as requirements elicitation, structured analysis and design, process mapping and component business modelling, business process re-engineering.
- To learn and adopt different business analysis techniques appropriate and relevant to delivery scope.
- Good communication skills - both written and spoken - using a variety of methods; the ability to get the message across and relative to the audience.
- Fosters professional relationships; listens, encourages discussion and promotes two-way communication.
- Good knowledge of project lifecycle and delivery in a technical environment.
- Understands project plans and is able to clearly articulate roles, project goals, and timelines.
- Good knowledge of technical product management and development methodologies.
- Experience of a variety of project management methods - both iterative and waterfall.
- Establishes responsible deadlines and personal work plans; manages time effectively.

- Good planning and organisational skills; able to juggle competing priorities and take an appropriate course of action.
- Has resilience and is able to take input and direction to run with a task; works on own initiative.

Desirable

- Entry Certificate in Business Analysis (ECBA) Level 1 and/or Certification of Capability in Business Analysis (CCBA) Level 2 or equivalent experience.
- Experience working within a media or similarly complex multi-site organisation.
- Awareness of information security and ensuring that all business and technical proposals adhere to information security policies.
- Good understanding of financial planning and forecasting.
- Subject matter specialist in a technology area.

Job impact

Decision Making

- *Reports to Lead Business Analyst or Executive Product Manager.*
- *Works to a defined term of reference for business and data analysis delivery.*
- *Assignments are carried out under the supervision of a more senior Business Analyst.*
- *Regularly review the strategic roadmap and business objectives to ensure that system and process change requirements align with those published. Identify any potential deviations and escalate as appropriate.*
- *The project and product assignments will be allocated via the management team as per business priority and objectives. Assignments will be updated and reviewed with your relevant team lead and/or line manager, using a variety of formats both verbal and written.*
- *Business analysis assignments will be of differing project and product complexity. They will involve collaboration with multiple business stakeholders and technical and/or media industry experts.*
- *You may be required to engage with third party suppliers to research, compare and contrast product feature sets offered to make informed business recommendations, liaising with relevant commercial, procurement and legal team experts as required.*
- *Decisions and actions will have a short/medium/long-term impact on the achievement of department/division/corporate objectives depending on the complexity of the assignment.*
- *Uses both internal and external data and stakeholder analysis evidence to provide clear technical and business direction.*
- *Works as part of a technical business analysis team across the UK.*

Scope

Finance: There is no financial responsibility

Line management: There is no supervisory responsibility

Ad-hoc Teams: Regularly participate in multi-disciplinary ad-hoc teams on small and large projects

Appendix

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

Division	Chief Customer Officer Group -
Reports to (title)	Executive Product Manager
Location base	Salford - MediaCity

Organisation structure	
<p>This role sits with the Data Technologies team, which is part of the larger Data and Analysis organisation within the CCOG (formally known as Marketing & Audiences).</p> <p>The Data and Analysis team holds several teams who work together to improve the data accuracy and business intelligence for Audience Data:</p> <ul style="list-style-type: none"> • Central Analytics • Data Science • Marketing Science • Social Analytics • Data Technologies • Experimentation • Editorial Analytics <p>Key relationships for this role are:</p> <ul style="list-style-type: none"> • Audience Data Team (technical data engineering) • Analytics Services (BBC tag management technology) • Executive Product Managers • Business Analysts within Product • Developers within Products • Data Management 	

Additional job specific responsibilities and accountabilities
<p>We're looking for a Junior Business Analyst with a passion for data to join our growing Data Technologies team. You will be helping to deliver system, product and process improvements, which will drive efficiency and effectiveness across the BBC's digital properties and business intelligence systems.</p> <p>You will be comfortable with organising, specifying and modelling requirements to ensure they are complete and unambiguous.</p> <p>The Data Technologies team spans across various BBC organizations and digital products, working with internal and external technologies to deliver the strategic roadmap while designing, developing & implementing data infrastructures.</p>

The Business Analyst will work closely with one or more products to capture requirements, bring a voice to underlying business issues that need to be addressed and discover any information related to projects being delivered from our solutions.

As a Junior Business Analyst in the Data Technologies team you will:

- Assist the Data Technology product managers in defining clear product goals and objectives.
- Work with stakeholders and the team to analyse and identify product needs and possible solutions.
- Write clear requirements with acceptance criteria and where possible ensure these are met by working with the engineering and testing teams.
- Manage a product backlog of requirements, triage new requests that come into the team and prioritise these with the product manager, stakeholders and the team.
- Work with the project manager and team to size tasks and ensure optimal flow through the delivery.
- Gather, analyse, and report on feedback and usage data to benchmark and measure the performance of our products.
- Be a subject matter expert on the Audience data, products and services and support users who access technologies we manage
- Facilitate workshops with the team, external stakeholders and other teams.
- Research other products and services (both internal and external to the BBC) to inform product strategy and direction.

Ideally you will have:

- Good written and spoken communication skills; the ability to deliver communications to stakeholders with various levels of knowledge
- Ability to simplify complex problems, processes and projects into component parts and be able to explore them systematically.
- Experience running workshops, with the ability to effectively manage professional relationships; listening, encouraging discussion and promoting two-way communication.
- Can develop and create project plans, and is able to clearly articulate roles, accountability, project goals, and timelines.
- Experience of using agile processes and practices in a digital software delivery environment.
- Experience of a variety of project management methods, both iterative and waterfall, applied in business-to-business or direct-to-consumer solutions.
- Establish responsible deadlines and personal work plans; manages time effectively.
- Can juggle competing priorities and take the appropriate course of action in decision management
- Experience in providing relevant data to support product decisions based on evidence.
- Experience of working with data models and assisting engineering teams with incorporating business requirements.
- Experience with SQL, data analytics & data visualisation tools e.g. Tableau.

If you have some but not all of these skills, we'd still be interested in hearing from you. We are looking for people with the right attitude and we offer amazing training.

Approval	
Manager	Emily Adams – Executive Product Manager
HR Business Partner	Bridget Kane
Date	10/09/2021