

The British Horseracing Authority

JOB DESCRIPTION

- Job Title:** **Business Analyst - Scheduling (6 months fixed term contract)**
- Department:** Raceday
- Reporting to:** Head of Raceday Officials
- Role Purpose:** The role will lead a review of the current raceday team scheduling process, including assessing the current scheduling process and database and producing recommendations and an implementation plan. Acting as the Business Analyst for this particular project utilising varying skills such as:
- a) Modern business analyst techniques including situational analysis, process modelling, technical business analysis and requirements gathering
 - b) Project co-ordination/administration and implementation. The results of which will improve existing processes, systems and practises to provide efficiencies within the organisation.

The Business Analyst role will use techniques in Business, Systems and Process Analysis. They will work as part of the Raceday Team to co-ordinate and administer the project through to a successful completion.

PRINCIPAL RESPONSIBILITIES:

Business Analysis - Analysing current business processes and practises

- ♣ Consult with the business area/s on current practises identifying options for improvement and making recommendations as appropriate to the relevant department.
- ♣ Interviewing business area staff to ensure all relevant data is captured and documented.
- ♣ Document current workflows, Inputs/Outputs, processes, data/area ownership and stakeholders using analytical techniques to assist the respective business areas in defining requirements.
- ♣ Understand, develop and translate current business area objectives.
- ♣ Document current limitations, risks, issues and workarounds within current practises.
- ♣ Build credibility within the business areas, challenging where necessary, whilst developing an understanding of its strategy and systems and work constructively with departments to build and maintain strong working relationships.
- ♣ Review and recommend options for improvements to current procedures, work practises, systems and processes as appropriate to the relevant department representative and/or project team.
- ♣ Identify activities required as part of any transition to a new way of working.
- ♣ Create appropriate requirement documentation within the agreed documentation framework.
- ♣ Consider User Interface and User Experience optimisation on all development projects.
- ♣ Link requirements across business areas, outlining individual dependencies, key success criteria & priorities.
- ♣ Liaise with third parties on specific development requests clarifying business requirements with the sponsor if necessary.

Project co-ordination/administration

- ♣ Co-ordinate projects from beginning to end.
- ♣ Define project scope, goals and deliverables that support business goals in collaboration with management and stakeholders.
- ♣ Develop project schedules and associated communications documents.
- ♣ Liaise with project stakeholders and sponsors on an ongoing basis.
- ♣ Where required, liaise with other department managers for the involvement of personnel from within the company.
- ♣ Set and continually manage and monitor project expectations with team members and other stakeholders.
- ♣ Build, develop, and grow any relationships vital to the success of the project.
- ♣ Produce project documentation to a high standard making sure that latest progress and actions are clearly identifiable.
- ♣ Support user acceptance testing.
- ♣ Support of system users during the implementation phase of any project.
- ♣ Training of system users where required.

Additional

- ♣ Other ad-hoc tasks as required.

As the needs of the business change rapidly this role will change accordingly, therefore this document should be viewed as guidelines, which are subject to change.

PERSON SPECIFICATION

QUALIFICATIONS/EDUCATION

- Degree level or equivalent, preferably in a business, analytical or computing discipline desirable.

COMPETENCIES

- Understanding of scheduling process/systems with strong databasing experience.
- An understanding of work scheduling e.g. people movement logistics, event staffing issues, working time directive, etc.
- Practical experience of using business analysis methods and skills.
- Previous experience of co-ordinating business process changes and working on change projects.
- A good understanding of business intelligence and respective systems.
- Proven experience of challenging day to day operational activities and leading change for optimum efficiency
- Knowledge and experience of working throughout the project lifecycle.
- Experience of workflow analysis, mapping and design.
- A good understanding of process management and analysis.
- Ability to liaise with business areas on current processes and procedures ensuring requirements are clearly and appropriately communicated.
- Excellent communication skills both oral and written.
- Strong documentation skills with the ability to write and maintain various technical/scoping/specification documents.
- Analytical and strong problem solving skills with a methodical and logical approach.
- Strong organisational, planning and administrative skills with the ability to multi-task, deal with a high volume of administrative tasks and prioritise, to deliver results to tight deadlines with the minimum of supervision.
- Proven ability to proactively and constructively challenge the status quo.
- Proven experience of sound critical evaluation.
- Change and transition management skills.
- Understanding of or experience of British Horseracing desirable.

PERSONAL QUALITIES

- A real Team player with the ability to work on their own initiative when required.
- Assertive, patient, persistent and tenacious.
- Able to make decisions quickly and decisively.
- Takes personal pride in the results they deliver.
- An approachable, friendly, and enthusiastic personality and positive attitude.
- Demonstrable ability to use initiative and be proactive.
- Have a sense of urgency and ability to deal swiftly with changing needs.
- Innovative and proactive, with a “can do” approach.
- Flexible, both in approach and dealing with tasks.
- Discreet and will maintain confidences.
- The ability to keep to timescales.
- Ability to be focused, analytical and outcome centred, displaying initiative and creativity in problem solving.
- Good business and relationship management skills.
- Excellent inter-personal skills with an ability to empathise.
- Strong presentation skills.
- Professional and politically sensitive with a commercial awareness.
- Active listener
- Meticulous attention to detail.
- To work in keeping with our BHA values: Integrity, Responsive, Credible, Accountable and Progressive.