

## JOB DESCRIPTION

### SECTION 1

#### BASIC DATA

<b>Job Holder's Name:</b>		<b>Job Title:</b>	Project Analyst
<b>Reports to:</b>	Head of Transformation Projects	<b>Location:</b>	London/Canterbury
<b>Department:</b>	BTO	<b>Job Family:</b>	Team Leader and Specialist

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### SECTION 2

#### DEPARTMENT STRUCTURE

Please see Appendix A attached.

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### SECTION 3

#### OVERALL JOB PURPOSE

Manage and support the delivery of transformation projects and change initiatives.

Manage the project lifecycle, ensuring solutions and initiatives are delivered on time and meet desired objectives.

Work with colleagues across the organisation to understand areas that need improvement, identifying and recommending appropriate solutions and supporting their implementation.

#### SIZE/DIMENSIONS

This role has significant impact on the successful delivery of strategically important projects and initiatives that span the organisation. It carries no formal line management responsibilities but has substantial influence on the direction of projects and the work and priorities of cross-department project teams.

The role works across the organisation to manage operational implementation of developments, changes, and improvements.

## **SECTION 4**

### **PRINCIPAL ACTIVITIES/OUTPUT OF JOB**

(This area outlines in more detail the duties of the post holder).

- Participate in identifying and prioritising suitable projects for delivery by the BTO
- Manage project initiation work including drafting project briefs, agreeing project deliverables and identifying and onboarding project team members
- Facilitate project workshops
- Elicit business requirements using a range of techniques including interviews, observation, research, and data analysis
- Undertake process mapping and improvement design using techniques such as process modelling, Lean and user journey/experience mapping
- Research solution options and perform gap analysis to shortlist and identify recommendations against requirements
- Present the benefits, limitations, and costs of recommended solutions concisely and clearly to leadership and stakeholders
- Lead/support the sourcing, planning and implementation of solutions, liaising with external stakeholders as required.
- Identify, recruit, and support internal project team members as needed to ensure successful delivery
- Ensure projects are delivered on-time, within scope and within budget
- Develop, maintain, and share effective project documentation including project plans, reports, RACI, RAID and reports as required
- Manage changes to project scope, schedule, and costs
- Record and monitor project risks, escalating issues where required
- Co-ordinate and compile lessons learned from projects, and support the implementation of subsequent improvements
- Analyse solution performance over time against specified KPIs using techniques such as surveys, interviews, observation and data capture and analysis.
- Support and train colleagues from the wider organisation in the use of continuous improvement tools, techniques, and methodologies
- Establish/maintain relationships with third parties/vendors
- Report on project status to all project stakeholders and the senior team as needed
- Undertake any other duties that may reasonably be required

## **CONTACTS AND INFLUENCE EXERCISED**

- Works collaboratively with (and influences) colleagues at all levels of the organisation
- Liaises with external suppliers and project partners
- Interacts with customers when carrying out market research and testing

## **DECISIONS**

Indicate the level which best describes the job holder's involvement in the decision-making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	X
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	
Has impact on department/directorate* objectives	X
Has impact on The London Institute of Banking & Finance objectives	

Examples of the decisions that are generally made by the job holder

- Defining tasks to be undertaken and assigning them to project team members
- Deciding on courses of action to take to resolve an urgent project risk or issue
- Deciding when to escalate issues to one or more stakeholders
- Deciding how to communicate project progress most effectively to colleagues and stakeholders.
- Defining what objectives, tasks, and requirements are within scope of a project
- Deciding on the best solution to recommend to leadership and stakeholders
- Deciding how best to present recommendations

## **DEFINITION /CLARITY**

(The extent to which to job is defined; the clarity of the job's boundaries, levels of uncertainty)

This role is intended to operate with high levels of agility. As such the role requires a significant degree of flexibility. The post holder will need to have a strong growth mindset and a proactive approach to accommodating a wide variety of tasks and new responsibilities with minimal notice.

## PERSON SPECIFICATION

**Job Title:** Project Analyst

**Reports to:** Head of Transformation Projects

**Department:** BTO

<b>Qualifications, knowledge and professional memberships</b>	<b>Essential / desirable?</b>	
Educated to degree level, ideally in a relevant discipline	Essential	
Project Management and/or Business Analysis qualification	Desirable	
Demonstrable commitment to own learning and CPD	Essential	
Thorough knowledge of the strategy, qualifications, and business activities of this organization	Desirable	
<b>Technical competencies (skills and experience)</b>	<b>Essential / desirable?</b>	
Experience in using business analysis techniques to identify effective user focused solutions	Essential	
Experience in initiating and managing change in business processes and technology solutions	Essential	
Experience of using business improvement techniques such as business process mapping, Lean and journey/experience mapping	Desirable	
Experience in writing documentation including process maps, technical documentation, and user guides for both technical and non-technical audiences	Essential	
Experience of Project Management techniques across the project lifecycle	Essential	
Experience of data analysis, data analysis tools and using data to support business decisions	Essential	
Ability to convey in both written and oral form technical and complex information in a clear and effective manner to a non-technical audience	Essential	
Ability to support changes in process and established practices based on analysis and insight	Desirable	
Experience of supporting a wide range of concurrent projects	Essential	
Working knowledge of Microsoft 365 (ideally including SharePoint)	Essential	
Excellent organisational skills, including the ability to plan and prioritise a varied workload to meet deadlines in an efficient and effective manner	Essential	
Excellent influencing, communication, and negotiation skills	Essential	
Working knowledge of digital project management and collaboration tools	Desirable	
Experience of working in the education sector	Desirable	
<b>Core Competencies</b> (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	<b>Essential / desirable?</b>	<b>Step</b>
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
<b>Skills and Experience</b>	<b>Essential / desirable?</b>	<b>Core or Enhanced</b>
Communicating effectively	Essential	Enhanced
Business thinking	Essential	Core

Developing yourself	Essential	Core
Getting things done to achieve results	Essential	Enhanced
Digital Capability	Essential	Enhanced
The Customer Experience	Essential	Enhanced
Managing quality standards	Essential	Enhanced
Applying judgement and taking decisions	Essential	Core

Signed .....  
 JOB HOLDER

Date .....

Signed .....  
 LINE MANAGER

Date .....

## Appendix A

