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| **ROLE PROFILE: SENIOR BUSINESS ANALYST – GLOBAL SHARED SERVICES FOR CRM** |  |
| Position Title:  | Senior Business Analyst – Global Shared Services for CRM |
| Position ID: | 176473224 |

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| **Team** | TDIT - Business Architecture and Business Analysis | **Grade** | P4 |
| **Reports To (Title)** | Director of Business Architecture & Business Analysis | **Contract Length** | Permanent |
| **Location** | Any existing SCI office location | **Time-zone** | Any |
| **Languages** | English | **Headcount** | 1 |

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| **Team and Job Purpose** |
| **Team purpose**In Save the Children, we currently have a diverse landscape of Customer Relationship Management (CRM) platforms in use. With this project, we are looking to implement a set of Global Shared Services for the benefit of our global movement, with an immediate focus on small clusters of member countries that are using the same CRM platforms but acting independently. Through delivery of this project, we aim to explore the potential to offer a variety of Shared Services on these common CRM platforms, to help members maximise their ability to interact with their donors and to enhance our global fundraising capabilities. It is a complex project, with a high level of visibility and will require senior level engagement with stakeholders from across the movement.**Role purpose**Within the Transformation Delivery Department, we have a team of Business Analysts that are assigned to projects based on need. Projects will have an IT component but the specific function being supported will vary by project. Our Business Analysts are responsible for analysing the relevant business area or function and documenting business requirements, business processes, view of existing systems, data, integration requirements etc. Business Analysts will support the development of the current and future state and bridge the gap between projects and the relevant functions and IT (where relevant). Business Analysts will also be expected to contribute to our BA Methodology and support continuous improvement to our BA processes and tools. To be effective in this role you will need experience working as a BA on a complex Transformation Project or Programme. |

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| **Principal Accountabilities** |
| * Taking the lead in completing all the required analysis work to complete the current and future state and requirements
* Delivering optimal business capabilities model (reflecting future capabilities needed to deliver on the organisations strategic goals)
* Business process definition and business process management. Requirements engineering and business process re-engineering / optimisation
* Document and act as the subject matter expert on business processes to facilitate cross-functional collaboration and knowledge sharing
* Work within the relevant project team to deliver incremental business value to users. Identify any potential conflicting business and data requirements, definition gaps, dependencies between projects and escalate to the project lead to formulate a resolution plan
* Support the prioritisation of design requirements with the project team with an informed understanding of the impact to the organisation and wider transformation portfolio of projects
* Maintain accurate, version controlled, documentation over the project lifecycle, which is readily available to key stakeholders, and ensure the knowledge is disseminated
* Contribute to the ongoing development and maintenance of the Business Architecture and Business Analysis methodology and associated process and templates.
* Contribute towards integrating best practice business processes into the movements process inventory, in alignment with policies, procedures and controls
* Partner with business and technology stakeholders to elicit, analyse, translate, and document people (e.g. capacity building), processes, data and platforms (i.e. technology systems) requirements
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| **Budget** |
| None |

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| **People Management Responsibility** (direct/indirect reports) |
| Number of people managed in total: NoneManager of a team: NoTeam Manager (manager of multiple teams): No |

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| **Size of Remit** |
| Global |

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| **Travel Requirements** |
| International travel required: YesPercentage of required for travel: Up to 10% |

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| **Key Relationships** |
| **Internal** (excluding direct team and manager)* SCI Global Functions (relevant)
* Country Office Functional Teams (relevant)
* Member Teams
* IT Team

**External*** Third Party Vendors
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| **Competencies** |
| Cluster: LeadingCompetency: Leading and Inspiring OthersLevel: AccomplishedBehavioural Indicator: Inspires people to reach the highest standards of performance and to feel a sense of pride in belonging to the organisationCluster: LeadingCompetency: Developing Self and OthersLevel: Leading EdgeBehavioural Indicator: Takes responsibility for helping to build organisational capabilities to meet current and future challengesCluster: ThinkingCompetency: Problem Solving and Decision MakingLevel: AccomplishedBehavioural Indicator: Makes informed strategic decisions based on full evaluation of the opportunities and risks of each idea and solutionCluster: ThinkingCompetency: Applying Technical and Professional ExpertiseLevel: Leading EdgeBehavioural Indicator: Coordinates and harnesses professional expertise across the organisationCluster: EngagingCompetency: Communicating with ImpactLevel: AccomplishedBehavioural Indicator: Delivers influential advice and briefings to internal and external audiences to build the call for actionCluster: EngagingCompetency: Working Effectively with OthersLevel: Leading EdgeBehavioural Indicator: Opens up hidden areas of organisational disagreement and drives for collaborative resolution |

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| **Experience and Skills** |
| **Essential**1. Significant experience in discovering and documenting business requirements and working with test engineers to design test cases against defined requirements
2. Significant experience in modelling business processes and translating them into system requirements
3. Significant experience in analysing data, drawing actionable insights, and problem-solving using various analytical techniques
4. Significant experience with business analysis tools and methodologies, such as UML, BPMN, and software development lifecycle (SDLC) frameworks including adapting methodologies to meet the needs of a prior organisation
5. Significant experience in collaborating effectively with cross-functional teams including solutions architecture and test engineering. Ability to build and maintain strong relationships with team members, stakeholders, and partners.
6. Experience in engaging with diverse stakeholders to understand their needs and constraints. Exceptional verbal and written communication skills to articulate complex concepts clearly
7. Proven experience in facilitating productive workshops, preferably in multi-cultural contexts
8. Proficient in conflict resolution techniques to address and mediate stakeholder disagreements and ensure project continuity
9. Ability to effectively prioritise work and agree priorities with the relevant leaders
10. Cultural awareness and experience of delivering solutions internationally

**Desirable*** Familiarity with project management tools (e.g., JIRA, PlanView) and office suites (Excel, Word, PowerPoint)
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| **Education and Qualifications** |
| **Essential*** Bachelor’s degree or equivalent work experience
* Understanding of a structured Project methodology (e.g. PRINCE2) or accredited Project Management training (APM or PMI)

**Desirable**• Non-profit sector knowledge/experience (especially international development projects)• Second language – French, Spanish or Arabic |

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| **Safeguarding** |
| We need to keep children and adults safe so our selection process includes rigorous background checks and reflects our commitment to the protection of children and adults from abuse.Level 1: A basic criminal record background (DBS) check is required/equivalent police record check. |

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| **Diversity, Equity and Inclusion and Equal Opportunities**  |
| Diversity, Equity and Inclusion is core to our vision, values and global strategy. Save the Children is committed to creating a truly diverse, equitable and inclusive organisation, and one which will support us in our vision to ensure every child attains the right to survival, protection, development, and participation.   We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, gender reassignment, pregnancy and maternity, caring or parental responsibilities, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.  Reasonable adjustments will be made should any candidate invited to interview require this.     |

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| **Version Control and Approval** |
| Version | Date | Author | Reviewer | Approver |
| 1 | 02/12/2024 | Sukhdev Kandhola | Suzanne Vincent | Michael Koutstaal |