**Role Profile**

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| **Role Title** | APF Senior Business Analyst | |
| **Reference Number** |  | |
| **Directorate** | One West Services | |
| **Department** | Avon Pension Fund (APF) | |
| **Reports to** | Business Change Manager | |
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**Role Purpose**

To work across the APF teams to analyse the effectiveness of current pension systems and processes, and to identify and implement new and more effective approaches to delivering services including digital developments.

The Senior Business Analyst is a subject matter expert within the Fund whose role is to deliver improved outcomes, savings, and value for money for members, employers and internal stakeholders by assessing APF business processes, determine business and data requirements and deliver data-driven recommendations and reports to Fund stakeholders.

The postholder will be accountable for business analysis and management information within APF and will drive with Business Change colleagues, broader technical initiatives which are aligned with the Fund’s strategic objectives as set out in the Administration Strategy.

Domain knowledge of pensions, pension regulations, and pension systems is critical. Excellent problem-solving skills and strategic thinking will also be needed whilst working independently. The postholder will need to manage and influence diverse stakeholders including: APF Managers, other B&NES departments, external suppliers, Committee members.

This role operates under the direction of the Business Change Manager and may have line management responsibility for Business Analysts.

**Accountabilities**

* Lead on the planning and development of service and business analysis activities to support business change and process improvements and ensure improvement project objectives are realised and major changes in service delivery.
* Responsible for change management implementation and troubleshooting of APF’s pension systems, using own initiative to solve issues and recommend solutions (e.g. Pension Administration system, Employer portal, Payroll, Members’ portal, Pension Dashboards ISP, Reporting modules) including:
  + Document creation and updates
  + Bulk calculation support and issue management
  + Workflow creation, amendments, bulk assignment and issue management
  + Monitoring of issues escalated to suppliers
  + Co-ordination with suppliers, BANES IT and Financial Systems
  + System upgrade APF testing co-ordination
* Investigate, review, and document current business processes and systems so that a baseline measurement and assessment of current effectiveness can be established.
* Provide advice and guidance to stakeholders and colleagues on business change and process re-engineering, so that they understand the implications, risks, and opportunities associated with planned change.
* Be accountable for Identifying business, data, regulatory and system requirements following the analysis and review process, including engaging with a range of internal and external stakeholders, so that solutions meet the business need and the resulting transformation or change projects are of sufficient quality for the end users.
* Manage & influence supplier service negotiations and performance through robust recording and reporting arrangements. Be accountable for ensuring deliverables are met, issues are resolved, and continuous performance improvement is achieved.
* Support and advice APF teams in developing strategic business cases for major change and investment, identifying financial and non-financial benefits, to help assess and communicate reasons for process improvements.
* Support & facilitate the implementation of change projects, testing and reviewing the products or new processes, to understand if intended benefits are achieved and to help those benefits be realised. This will also include identifying any training requirements in collaboration with business leaders and training leads.
* Develop and maintain effective relationships with a diverse range of internal and external stakeholders, including other pension funds and specialist advisors, to share information and enable effective collaboration. Represent the Avon Pension Fund at national and regional pension groups.
* Take the lead with all stakeholders to ensure relevant system changes and testing have been completed, making recommendations on implementation to ensure effective decision making. Ensure internal control frameworks have been put in place before implementation
* Contribute towards management of allocated budgets and other resources, which may be medium sized and carry an element of risk or complexity, to ensure delivery of services within budget and make sure that appropriate resources are available to run the teams.
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**Knowledge / Skills / Experience required**

* Degree educated, Professional qualification e.g. Recognised Business Analysis/Business Management qualification or equivalent experience.
* Extensive experience and deep expertise of pensions and business analysis within the finance sector and its concepts and principles. Knowledge acquired through a professional qualification and professional experience.
* Understanding & working knowledge of pensions, relevant legislation and the Pension Regulator’s requirements.
* Knowledge of pension administration systems to include workflow, maintenance and configuration with experience in changing such systems.
* Experience in managing multiple projects and activities simultaneously
* Evidence of broad experience and industry knowledge of pensions to guide others in their decisions, with ability to maintain strong working partnerships and build their professional network.
* Evidence of commitment to personal development and the development of their teams within their field.
* Excellent IT skills. Knowledge and experience with using reporting tools (including AI, SQL, SSRS, Tableau, Power BI) and a good understanding of different types of IT/ data security protocols and frameworks.
* Highly numerate and skilled using excel, able to undertake data analysis at scale with high accuracy and attention to detail, able to spot errors easily and explain complicated information and data.
* Experience of business and data analysis, including business process mapping and business analysis techniques such as systems thinking.
* Adaptive style when communicating with different people. Evidence to persuade others and communicate clearly, synthesising complex issues into their core essence.
* Able to be proactive, think creatively and identify development opportunities and ways to improve working.
* Able to work autonomously towards broad organisational objectives and strategic policy. Contributes towards the strategic policy and determines processes for their area of responsibility.
* Ability to develop and implement business strategies and plans.
* Ability to secure results by negotiation, persuasion, and influence, and to analyse, prepare and present complex arguments using evidence and data to support decision making.
* Understand our values and behave in a way that is consistent with them

**Dimensions of role**

* The role may manage the work of a small team of business analysts and will lead project workstreams providing guidance and support to other teams across APF.
* The role contributes towards managing the Business Change budget of c£1m plus other resources.
* Planning will typically be focused on the months ahead, with a need to manage multiple priorities, in addition to having an input into longer-term three-year service plan.
* Deputise for the Business Change Manager, Project Manager and Website Development Manager as required.