

## Role Profile

# Business Analyst, Business Services – ICT and Business Services

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### ROLE SUMMARY

As part of the ICT & Business Services department, the Business Services section is responsible for the development and implementation of ICT enabled change projects, which support the successful delivery of the HPRA's strategic plan.

Reporting to the Business Services Manager, the Business Analyst will lead in the gathering of facts and documentation for projects, recommending solutions, and act as liaison between ICT developers (internal and external) and HPRA stakeholders.

The Business Analyst will proactively engage in a structured manner with internal customers to:

- Understand business process needs and how they can be delivered by ICTBS
- Report regularly and update on progress of initiatives
- Share information on potential methods and technologies to support organisation performance
- Manage relationships with, and deliverables of external parties

The Business Analyst will act as Project Manager when required, with responsibility to deliver on assigned projects, managing the full project lifecycle.

The Business Analyst will maintain active working relationships with colleagues and stakeholders in HPRA departments, actively promoting the HPRA Project Management Framework within the organisation.

### KEY RESPONSIBILITIES

- Strategic Objectives
  - Support the Business Services Manager in the delivery of the overall objectives of the Business Services section in line with HPRA strategy
  - Support the Business Services Manager in the successful delivery of ICT enabled change projects
- Operational Objectives
  - Expand the project scope, objectives & deliverables as approved in the Business Case, in conjunction with the Project Manager/Sponsor and stakeholders
  - Act as the lead in the gathering of facts, information and documentation, to aid decision making and identification of solutions and savings
  - Capture, document and validate business requirements, using standard approaches, e.g., workshops, user observation, document reviews etc.

- Communicate the approved business requirements (BR) to the stakeholders, process users and project team members
  - Production and management of Functional Requirements Document (FRD) for projects where a technical solution is required
  - Support testing and training of new/upgraded technical solutions
  - Work closely with external vendors as appropriate
  - If a project requires the purchase of external services, support the Project Manager/Project Sponsor in the preparation and coordination of the Request for Tender (RFT) process, in line with Public Sector Procurement rules and guidelines
  - Provide assistance in identifying resources for projects, in conjunction with the Business Services Manager
  - Delivery of training on Business Analysis/Project Management skills in conjunction with Business Services Manager and L&D section as required
  - Support the Business Services Manager in the development of KPIs to report on BA activities/deliverables
  - Reporting: Produce standard and ad hoc reports on activities as required by the Management Committee, Project Management Office (PMO) ICTBS Management Team and wider HPRA
  - Identify potential savings for the HPRA for any proposed investment, in conjunction with the HPRA's value for money competency
  - Assist in ensuring smooth transition to new functions/processes that are identified during project phases working closely with the HR and Change (HRC) department
  - Adhere to the HPRA Project Management Framework, and actively contribute to continuous improvement of that framework
  - Identify potential problems and report accordingly, adopting a solution based focus and making recommendations
- Technical Objectives
- Coordinate development of solution(s) during the execution phase of projects
  - Translate recommended solution(s) in business language to the project team and stakeholders
  - Responsible for the Business Analysis deliverables in the project plan, ensuring that they are completed within agreed timelines
  - Responsible for the quality of work delivered, in line with good project management practice
  - Act as liaison between ICT section/external solution provider and other functional areas, (bi-directional) ensuring the needs of the HPRA are clearly understood
  - Work closely with the ICT section to ensure smooth delivery of IT aspects of projects
  - Ensure budget constraints, project schedule and quality issues are consistently reviewed, reported and escalated as appropriate
- Quality and Knowledge Management
- Contribute to the effective implementation and management of the HPRA Quality Management system within the ICTBS department
  - Comply with the procedures under the HPRA Quality System as it relates to the Business Services section
  - Ensure that appropriate SOPs and work instructions are in place and in use, to support the HPRA Project Management Framework and the activities of the Business Services section

- Contribute to the continuous improvement of the HPRA project management methodology and Framework, to ensure that the approach continues to be the best fit for the organisation
- Ensure that there are effective mechanisms in place to capture, store and communicate key information, experience and knowledge gained by the Business Services section
- Performance Management
  - Participate in and implementing the performance development programme (PDP) within the section
  - Work with the Business Services Manager and other colleagues to promote effective performance within the section
  - Effectively communicate goals, objectives and performance targets within the section
  - Report regularly on progress against specified objectives, tasks and KPIs
  - Ensure that issues impacting on performance are identified early to the Business Services Manager
- Communication/Customer Service
  - Maintain effective working relationships with colleagues in sections and departments of the HPRA
  - Provision of project management and business analyst advice to relevant stakeholders
  - Ensure that HPRA project management policies and procedures are communicated in a consistent way to stakeholders
  - As part of the ICTBS department, attendance at team/section/department meetings and other meetings as and when required
  - Liaise with other bodies or groups as appropriate
  - Present project updates to Management Committee as appropriate
- General
  - Performing such other duties as the HPRA may reasonably require. This includes providing cross-cover for the Business Services Manager/PMO as required

## **QUALIFICATIONS AND EXPERIENCE**

- To be considered for this post, candidates must have:
  - A minimum of 2 years' relevant business analysis experience, with in-depth working knowledge of business analysis techniques (e.g., requirements workshops, MoSCoW technique, surveys etc.)
  - Achieved or be working towards a relevant qualification in business analysis/project management
  - Demonstrable record of successful delivery of projects
  - Proven ability to build strong working relationships working with multi-disciplinary teams
  - Excellent analytical and proven problem solving ability
  - Strong working knowledge of tools such as Confluence, JIRA, TFS and an excellent aptitude in MS office suite
  - Experience of process improvement and business process re-engineering
  - Excellent communication and interpersonal skills

- Effective stakeholder management skills
  - Strong attention to detail
- In addition to this the ideal candidate will have:
- Understanding and/or experience of public sector procurement process
  - Knowledge and experience of agile and LSS methodologies
  - Experience in working with third party vendors
  - Experience of leading and motivating teams

## **SUPERANNUATION**

The new Single Public Service Pension Scheme ("Single Scheme") commenced with effect from 1 January 2013. All new entrants to pensionable public service employment on or after 1 January 2013 are, in general, members of the Single Scheme.

## **REMUNERATION**

Salary: €47,589 per annum (\*new entrants - incremental scale).

## **HOURS OF DUTY**

The hours of duty are fixed by the HPRA from time to time. The current arrangements are Monday-Friday (minimum 37 hours). Appointees are eligible to participate in the flexitime arrangements after a period of six months.

## **DURATION OF POST**

This is a three-year contract post.

## **ANNUAL LEAVE**

Annual leave (exclusive of usual public holidays) is 23 days per annum.

## **DUTIES OF POST**

The duties set out in the role profile (above) are indicative of responsibilities related to this role. As with all posts, the nature of HPRA business is evolving and flexibility is required in order to adapt to changing business needs.

## **HEALTH**

A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to

render regular and efficient service.

## **CONFIDENTIALITY AND CONFLICT OF INTEREST**

Employees are prohibited from having any personal or financial interest in any industry that the HPRA regulates from the date of appointment with the HPRA. The HPRA deals with highly confidential matters including identifiable details pertaining to healthcare professionals, patients and commercially sensitive information. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the HPRA.

## **DATA PROTECTION**

The General Data Protection Regulation and Data Protection Acts 1988-2018 apply to the processing of personal data and the HPRA is committed to complying with its legal obligations in this regard. For information on how we process your information during recruitment, please see our [privacy notice](#).

## **REFERENCES**

The names and addresses of two referees to whom the applicant is well known but not related must be submitted with the application. Reference may be made to current and former employers without further notification of the applicant. Applicants having any reservations on this matter should so state at time of application.

## **CLOSING DATE**

The closing date for applications for this post is the **20<sup>th</sup> October 2019**.

## **HOW TO APPLY**

Applications should be submitted via the [HPRA Recruitment Portal](#).

## **INTERVIEWS**

Applicants attending for interview may be required to prepare a presentation-details will be notified to applicants who are shortlisted.

It is anticipated that interviews for this post will take place on the **29<sup>th</sup> October 2019**.

Note: The HPRA is not in a position to reimburse expenses incurred by candidates attending for interview.

## **COLLECTIVE AGREEMENT: REDUNDANCY PAYMENTS TO PUBLIC SERVANTS**

The Department of Public Expenditure and Reform introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

## **DECLARATION**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

\* Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.