

BUSINESS ANALYST (SENIOR)

JOB SPECIFICATION 2022

Role:	Business Analyst (Senior)
Reporting to:	Business Support Manager
Position:	Permanent
Location:	Tallaght, Dublin 24 / Opportunity to work remotely up to 3 days per week
Direct Reports:	None

About the CRU

The Commission for Regulation of Utilities (CRU) is Ireland's independent utility regulator. Our mission is to protect the public interest in water, energy and energy safety. Our vision is:

- Energy supplied safely;
- A sustainable and efficient future for energy and water;
- Empowered and protected customers paying reasonable prices;
- A secure low carbon future.

Do YOU have the Energy?

The CRU is now seeking a qualified, high achieving individual to join the Business Support team to support the Business Support Manager and to be a key business partner in the development of the Business Support function within the Commission for Regulation of Utilities.

Role Description

The recently established Business Support Unit is a project management office for implementation of business process improvement projects in the CRU. The Business Support Unit will be gathering and analysing requirements for sections of the CRU, improving and streamlining business processes and seeking to provide cutting edge solutions through digitisation and automation.

Reporting to the Manager, Business Support, the Senior Business Analyst will be involved in a varied role working to tight deadlines in a dynamic environment.

Responsibilities

- Manage and lead multiple phases of a project and/or multiple small projects of moderate scope and sometimes complex assignments.
- Understand, analyse and define business requirements through engagement with business process owners and review of existing processes.
- Facilitate workshops to support process mapping, requirements gathering and analysis.
- Map full business processes (as is) and develop future (to be) processes.
- Identify existing system bottlenecks and deficiencies, and devise, test and assist in implementing robust solutions to address any shortcomings.
- Identify areas for process improvement across existing ways of working - system, process or people changes.
- Be involved in projects across the end-to-end project lifecycle, from business case development to project execution and close-out.
- Liaise with IT team to establish the contribution that technology can make to business objectives and processes.
- Following engagement with business process owners, ensure all required policies and regulatory requirements are satisfied by any changes implemented.
- Support the business through design and execution of testing where required.
- Support the readiness phase of the project by working with business process owners to deliver updates to business processes and procedures and prepare training material, where required.
- Where applicable, support the Manager to ensure that all project documentation is created and maintained to a high standard i.e. Business Requirements Documents, Process Maps, Business Cases, Risk Log/Benefits Log/Action Logs.
- Take part in Operations and other Division meetings and contributing to other projects/activities as assigned by the Business Support Manager

The Candidate

Necessary requirements

- Honours degree (NFQ Level 8), 2.1 or higher qualification, preferably in business, economics, finance, law, engineering, or other closely related discipline.
- Minimum of 3 years' relevant experience in a business analyst, project/change management or similar role.

Desirable requirements

- Course or certification in Business Analysis, Business Process Management, Lean Six Sigma or project management an advantage
- Experience of working on digital transformation projects in the public or private sector

Core competencies and skills for this role

- Possesses good analytical and decision-making skills, including:
 - i. Ability to develop strong understanding of core business processes and engage in “troubleshooting” exercises;
 - ii. Exceptional problem-solving ability including logical reasoning, creative thinking, the ability to address complex issues and design and evaluate process options;

- iii. Ability to synthesise complex information into a form suitable for presentation to management;
 - iv. Ability to be resourceful and creative, generating original approaches when solving problems and making decisions / recommendations.
 - v. Exceptional problem-solving ability including logical reasoning, creative thinking and the ability to address complex issues.
- Can demonstrate excellent verbal, written and interpersonal communication skills such that they are able to:
 - I. present process analysis and advice to decision makers/ management;
 - II. build and maintain effective relationships with key stakeholders across the organisations.
- Possesses self-management skills and the motivation to be able to:
 - i. efficiently plan and organise their own work time;
 - ii. assess priorities within their own area of work;
 - iii. handle routine work with limited supervision;
 - iv. take responsibility and be accountable for delivery of agreed objectives / projects.
- Is a versatile self-starter who demonstrates:
 - I. a commitment to public service values;
 - II. a positive attitude towards their work;
 - III. willingness to work as part of an interactive team;
 - IV. willingness to accept new challenges;
 - V. an ability to build and maintain good networks internally and externally, and to keep up to date with the academic literature around their key areas of work;
 - VI. a focus on self-development, striving to improve performance;
 - VII. an ability to maintain a broad focus on, and interest in current affairs that relate to the Commission.

The Package

We are offering an attractive package:

- i. Starting salary of €51,912 (Salary scale: €51,912 - €65,466)
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
Please note: A different salary scale may apply if immediately prior to appointment, the individual is a serving member of a public/civil service body
- ii. Pension Scheme
- iii. Increments may be awarded subject to satisfactory performance
- iv. Access to Cycle to Work Scheme
- v. 25 days annual leave on appointment rising to 29 after 5 years' service and 31 after 10 years' service
- vi. 9 days bank/ public holiday
- vii. Flexible working arrangements

- viii. Opportunity to remote work for up to 3 days per week
- ix. Tax free bus / Luas to assist with travel costs to and from work
- x. Access to Employee Assistance Programme
- xi. Future opportunity for further education

Application Process

Please note, the CRU have engaged RSM Ireland as a data processor to assist the CRU with this recruitment competition. RSM Ireland will collect application information and assess suitability on behalf of the CRU. Information collected by RSM Ireland will be kept for 12 months after the conclusion of the competition.

A C.V. along with a cover letter should be sent (by email) to Abigail Gannon at CRUcareers@rsmireland.ie.

The cover letter should clearly demonstrate how you meet the key requirements of the Business Senior Analyst role. Please indicate, your favoured position(s) in order of preference.

Should you have any queries, please contact CRUcareers@rsmireland.ie

The deadline for applications is Friday 11th February 2022 (to be received not later than 5pm).

Please note:

Short listed candidates will be invited to attend for interview and may be asked to make a short presentation on a brief that will be forwarded prior to interview. A two-stage interview process may also be applied. The CRU may establish a shortlist of suitable candidates for potential future positions within the organisation.

The CRU Recruitment Privacy Notice sets out how we protect the privacy rights of job applicants and can be found on the Careers page on the CRU Website (<https://www.cru.ie/wp-content/uploads/2018/05/GDPR-Recruitment-Data-Privacy-Notice-May-2018.pdf>), or alternatively you can contact CRUcareers@rsmireland.ie who will arrange for this to be sent directly to you.