



Team Manager – Business Analysis & Test

Department:	Enterprise Services
Report to:	Business Change Senior Manager
Job Family:	Design & Development
Career Family / Job Capsule:	Managerial – Experienced Manager
Key dimensions:	9 FTE & Contract staff as change portfolio demands

Purpose of the role:

This is a People Management position that also delivers a Business Analysis capability.

The Team Manager provides specialist line management (people) for a team of Business Analysts and Business Test Leads of varying levels of seniority and technical expertise, evidencing the OneFamily values in the course of their day-to-day activities.

Performance manages the Business Analysis & Business Test Lead team focused on delivery of agreed corporate investments through change initiatives. Ensuring business requirements are captured to agreed standards and managing Business Testing. To manage the application of methodology and governance, as developed and defined by the Business Analysis Practice Manager and Business Test Practice Manager.

To deliver a Business Analysis role delivering assigned projects within agreed parameters (cost, time, scope/quality).

<p>Key accountabilities:</p> <p>For how the Business Analysis / Business Test functions operate and what they deliver:</p> <ul style="list-style-type: none"> • Performance management of the team, setting & measuring targets against objectives, values & behaviours • Development of the team by way of internal or external coaching, training & guidance • Future planning (working with the Business Change Senior Manager) in terms of requirements analysis sequencing, UAT Test sequencing, resourcing & recruitment needs in line with business priorities. <p>For Business Analysis delivery where role holder is managing Business Analysis artefacts for a specific programme or project:</p> <ul style="list-style-type: none"> • Analysis approach definition, estimating, testable requirements capture, analysis artefacts, risk escalation, reporting • Day-to-day prioritisation & management of activities across the Business Analysis team, working with direct or matrixed reports across the organisation • Stakeholder management 	<p>Skills / Experience / Knowledge:</p> <p>The role holder will be required to:</p> <ul style="list-style-type: none"> • Co-ordinate efforts and resources to drive team and individual objectives, collaborating across Enterprise Services and the business as required. • Think beyond area boundaries and seek greater personal accountability • Exchange complicated information, which could include sensitive information or information that is difficult to communicate because of its content or audience • Meet performance measures tied to the results of Business Analysis and Business Change • Set an example to the team for performance and behaviour demonstrating an ability to guide, influence and convince others, to possess Analysis credibility and expertise as well as experience in Test management. <p>Person profile:</p> <ul style="list-style-type: none"> • Competent people manager, motivator & excellent communicator; experienced in team function/discipline, capable of drawing on experience/knowledge as well as seeking to develop and improve. • Sets an example to the team for performance and behaviours, is reliable, proactive & delivery/results focussed. Comfortable with detail as well as some strategic thinking.
---	---

<p>Values</p>	<p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> • Better together • Being your best • Being innovative • Champion the customer's needs • Doing what's right <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p>
---------------	--



Adaptability	This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.
Performance Management	All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.
Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)



Regulatory

- To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role
- To abide by the Rules of the Society at all times
- To understand and comply with all Group Governance Policies, as appropriate to the role
- To delivery all apportioned and assigned accountabilities and responsibilities

Individual Conduct Rules

Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.

Declaration

I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.

Job holders full name:

Job holders signature:

Date: