

IT BUSINESS ANALYST



EXCELLENCE | FUTURE FOCUS | INTEGRITY

The Role:

We are looking for an experienced Business Analyst to join our IT function at Portsmouth Water at an incredibly exciting time. Portsmouth Water are embarking on a digital transformation journey which will revolutionise the way we interact with our customers and operate our business. With exciting large technology transformation programmes on the agenda starting with CRM & Billing and Smart Metering, we are entering a period of true evolution for the organisation.

About Us:

Portsmouth Water has a long tradition of providing quality drinking water across Southeast Hampshire and West Sussex. We have a proud record of maintaining one of the highest standards of customer service whilst having the lowest water supply charges in England and Wales. We are a small organisation of 300 people which allows us to develop real connections with our co-workers and provides plentiful opportunities to get involved in different aspects of our organisation. Our values of Excellence, Future Focus and Integrity underpin a culture of support and collaboration allowing us to grow and develop our careers.

What You Will be Doing:

As a Business Analyst working within the IT function, you will engage with the business teams and our partners to play a critical role in developing new solutions to meet business and project goals. This may include:

- Designing and facilitating workshops and interviews with business stakeholders to understand challenges and define the future business processes and system behaviours
- Articulating process, system and data requirements and managing their end-to-end delivery lifecycle
- Performing data collection, modelling and analysis to support the development of business cases
- Defining user stories, acceptance criteria and support elements of testing to ensure the expected quality standards are met
- Working closely with Project Managers, contributing to project governance including planning, status reporting and risk & issue management
- Working closely with Product Owners to shape our product future
- Building and maintaining positive relationships with all stakeholders to support driving projects to success
- Supporting business change activities by providing content and review where appropriate
- Helping to shape and define the Business Analysis team practices and processes to continually improve our ways of working

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£44,619 - £55,185 (Grade 9 - 10)

If applying externally please include your CV and salary expectations.

Apply to:

Ian Limb, Head of HR, PO Box 8, Havant PO9 1LG

E-mail: jobs@portsmouthwater.co.uk

Website: www.portsmouthwater.co.uk



We are happy to consider flexible working arrangements. This can include alternative days / hours of work or work location. Please specify any request in your application.

We actively support equality, diversity and inclusion and encourage applications from all sections of society.

The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.

CLOSING DATE: 10 MARCH 2023



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What Skills & Experience You'll Need:

- Excellent understanding of all aspects of Business Analysis with experience using techniques such as ITIL, PMI and/or APM
- Strong analytical skills with the ability to review and critically evaluate problem statements and documentation
- Strong written and verbal communication skills with the ability to tailor communication language and style based on the audience and written format
- Experience in Agile and Waterfall delivery environments
- Be data-fluent with the ability to interpret, analyse, evaluate, and model data across a range of sources
- Be an innovative problem solver to find new solutions to complex challenges
- Strong relationship building and collaboration skills across a diverse range of stakeholders
- Ability to self-manage and be proactive and disciplined in delivering work commitments to time and quality expectations
- Experience in the water industry or closely related industries (e.g. Energy/ Telecoms)
- Smart Metering experience (in Water or Energy) would be beneficial
- Ability to comply with the Health and Safety policies and procedures
- Working at all times in line with our values of Excellence, Future Focus and Integrity

What we can do for you:

- Private healthcare
- Employee assistance programme providing work, life, financial and mental health support with free and confidential counselling.
- Competitive pension scheme
- Training and certification opportunities
- Onsite parking and a 10-minute walk from Havant & Bedhampton train stations
- 27 days holiday plus bank holidays (rising to 31 days)
- Local community volunteering opportunities

Excellence in water. Always.

Committed to a sustainable future together