

# Capability Lead - Business Analysis



## Purpose:

This role is instrumental in transforming how TSB delivers strategic change, helping to build TSB into an agile and change ready organisation. You will provide the leadership, management, direction and expertise to develop high calibre Business Analysis capabilities that enable TSB to successfully deliver and execute its strategy. You will establish, embed, coach, and continually optimise TSB's business analysis capabilities (including processes and artefacts), enabling TSB to successfully business case, scope, shape and deliver the changes required to achieve desired strategic outcomes. You will mentor and develop business analysts across the organisation to enable standardised, consistent delivery, adapting and embedding industry leading practices, as appropriate. You will grow our people, continuously improve their craft, and empower them to work in a modern way.

## Role dimensions

- **Reports to:** Head of EPMO
- **Division:** Finance
- **Location:** Auckland, Wellington, or New Plymouth
- **Direct Reports:** NA
- **Financial Authority:** NA

## Person specifications

- 5+ years experience in leading and coaching business analysis and successful business casing at lead / senior level
- Proficient practitioner with successful track record coaching business analysis under agile / lean and traditional methods.
- Demonstrated leadership, with ability to build strong cross-functional relationships at all levels, through positive influence
- Proven track record of taking ownership, delivering outcomes, and coaching others to build high performing teams and culture
- Passion for continuous improvement of people, processes and practices to drive effectiveness.
- Coaching, mentoring and communication skills which enable you to uplift the capability of others, and influence desired outcomes.
- Ability to challenge the status quo with all levels of stakeholder.
- Significant experience implementing and embedding new delivery frameworks in corporate environments.
- Industry leading knowledge around Business Architecture and Business Analysis is desirable, e.g. IIBA, BABOK, BPM, BIAN, etc.

## Role specific areas of responsibility

- Build the business analysis capabilities within TSB's enterprise change delivery operating model. Drive consistency of business analysis across teams and projects. Empower and enable people to think and work in a modern way
- Use, and adapt as necessary, industry leading business analysis principles and practices to uplift TSB's delivery capability. Provide thought leadership on agile and traditional methods of business analysis in a way that enables consistent delivery of scalable high-quality solutions, outcomes, and value at pace
- Devise, deploy and maintain business analysis frameworks and "ways of working" which drive effective and efficient delivery within TSB's teams and projects. Support the development and rollout of a TSB specific playbook for delivery.
- Establish a community of practice to mature and continuously improve TSB's business analysis craft and ways of working across practitioners. Coach, mentor and develop business analysts and seek feedback to improve their craft.
- Maximise the 'flow' of work by ensuring that business needs and requirements for change initiatives / work are well defined and understood, link to strategy, are traceable through the delivery lifecycle and to value delivered.
- Establish quality mechanisms for consistent application of practices, high output quality and improvement ideas.
- Support the Portfolio Lead to establish a disciplined approach to identify, frame, business case, and evaluate new initiative ideas and opportunities, with feasibility, viability and desirability considered.
- Provide mechanisms to ensure a big picture view of strategic change impacts to TSB's 'business architecture', across end-to-end value chains and processes. Ensure that functional and non-functional requirements are considered.
- Where required, provide business analysis expertise and capacity to setup, shape, estimate, size, plan and / or deliver strategic change and trouble shoot initiatives. Support TSB's strategic business planning process.
- Be a culture carrier for TSB's delivery mindsets and behaviour, inspiring an always-learning culture and autonomy, drive continuous improvement and high-performance delivery. Support hiring of business analysis roles for delivery.

*From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.*

*This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.*