JOB DESCRIPTION

PENCARRIE

Section 1: General information	
Job title:	**Business Analyst**
Department:	**Business Change Team**
Reports to:	**Business Change Manager**

Section 2: PenCarrie's story and purpose
PenCarrie's story: With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next. **PenCarrie's purpose:** The distribution partner that enables exceptional customer success.

Section 3: Purpose and responsibilities of the role
Main purpose of role: The Business Analyst is responsible for the definition of requirements and specifications to optimise projects to fit the business needs and provide greater efficiency. You will demonstrate ownership of the specified solution through the project lifecycle and perform business analysis as required. You will have a good understanding of business analysis tools, techniques and approaches, exceptional verbal and written communication skills and an ability to work with multiple stakeholders.

Main responsibilities:

1. Taking ownership of gathering business requirements from all stakeholders, producing agreed user stories and requirements documentation.
2. Assisting Project Sponsors with researching and selection of potential off the shelf software solutions.
3. Taking ownership of assigned tasks and project deliverables to achieve the necessary quality and meet agreed deadlines.
4. Organising and prioritising your own workload appropriately, reporting risks and exceptions to the Project Manager and Project Sponsor.
5. Leading analysis and specification phases, performing scoping and business analysis for functional and non-functional requirements and providing quality customer-facing and internal documentation.
6. Maintaining an understanding of the industry standard business analysis tools, techniques and methodologies.
7. Working closely with stakeholders to gain an understanding of all areas of the business.
8. Working closely with the project team to ensure the successful outcome of all projects.
9. Building and maintaining successful relationships with colleagues, stakeholders and suppliers.
10. Identifying risks and issues and owning assigned mitigations.
11. Supporting best practise, including conformance to and taking ownership of improvement of relevant processes and templates.
12. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.

Section 4: Person specification

Knowledge, skills and experience required:

Essential

- Business analysis experience in a project environment, with a focus on quality and attention to detail in all areas.
- Delivery experience of ERP solutions.
- Experience of requirements gathering, the production of functional specifications and/or acceptance criteria, including story maps and user story techniques, and wireframe tools.
- Effective facilitation and negotiation skills including reaching consensus and managing conflict.
- An understanding of business analysis tools, techniques, approaches, and methodologies relevant to software delivery.
- Exceptional verbal and written communication skills including the ability and confidence to present complex ideas clearly to technical and business clients.
- Effective understanding and management of change control within a project.
- Working knowledge of Agile Scrum and Waterfall project frameworks, concepts and methodologies.

Desirable

- Delivery of a Microsoft ERP Solution.
- Specific business analysis experience within a similar industry.
- Attainment of, or working towards, a BCS Business Analysis certification or equivalent.
- Leadership experience of small projects.
- Technical analysis skills and experience.
- Experience of using ticket management tools such as Jira.
- Understanding of ITIL Framework, concepts, and terminology.
- Experience of the latest UX and UI principles and relevant standards.
- Previous experience working in a B2B environment.

PenCarrie Values

We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do

- We strive to improve in everything we do

- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly
- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities

Section 5: Job description prepared by
Job title: Business Change Manager **Date: November 2024**