

Role profile

Position	Business Analyst (Electrification Programme)
Department	Project Management Office
Reports to	Business Analyst and Project Support Manager

Role and purpose

- Responsible for working with internal subject matter experts (SMEs) to analyse and document current and future operational processes and performance indicators.
- Responsible for providing recommendations to improve operational effectiveness, how to reduce costs, and improve the employee and customer experience.
- Collaborate across stakeholder groups to generate and document business requirements and operational impacts of new technologies, systems and processes.
- Support structured analysis of project issues and risks.
- Work with SMEs to identify and document options to resolve or mitigate issues and risks.
- Support SMEs with development of structured approaches and documented action plans to achieve workstream goals.
- Support the development of test scenarios, documentation of issues and workarounds.
- Support change management activities associated with roll-out and embedding of new technologies, systems and processes.
- Comply with all relevant Data Protection legislation.
- Comply with all Quality, Environmental, Energy, Sustainability, Health and Safety policies and procedures.
- Foster good relationships with employees and relevant personnel in own area of responsibility, with Trade Unions, other departments of Dublin Bus and CIE Group of Companies and with relevant external agencies and stakeholders

Working relationships with

Electrification Programme Team, project sponsor, programme manager and workstream leads.
All Dublin Bus departments
External stakeholders and agencies
CIE Group of Companies

Summary areas of responsibility

Business Analysis

- Document current operational processes at depots and headquarters
- Assist in developing and documenting proposed future operational processes at depots and headquarters.
- Analyse operational and scheduling data to assess current performance and determine potential impact of proposed changes.
- Identify and document wider organisational impacts of project changes.
- Identify opportunities to increase productivity / reduce costs through operational process analysis.
- Recommend and implement key measures to improve management information on project benefits / operational efficiencies e.g., performance dashboards.
- Support project sponsors with analysis of project benefits to support business cases for funding
- Support ongoing monitoring and tracking of project benefits / operational improvement initiatives.
- Research, review and document industry best practice

General

- Other duties applicable to position as agreed.

Competencies

The following competencies represent the set of knowledge, skills and abilities required for the position.

Personal Effectiveness: Getting the best return on your potential

- Shows initiative, ability to establish clear criteria, prioritise tasks and achieve deadlines
- Sense of determination to achieve a goal or task – ability to keep moving forward if problems are encountered
- Pays excellent attention to detail and quality of work.

Creative Problem Solving The ability to generate innovative solutions to business challenges

- Seeks information and proactively collaborates with a diverse group of people to solve a problem
- Ability to think critically, analyse situations and reach effective solutions or decisions
- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence

Impactful Communication The ability to engage and influence others to achieve positive outcomes

- Creates a culture of open communication that maintains a climate of mutual trust and honesty
- Ability to interact effectively with others, and maintain good working relationships across internal departments and external agencies
- Communicates both simple and complex ideas in a meaningful and effective way

Operational Excellence and Continuous Improvement: The ability to focus on enhancing the customer experience and delivering ongoing improvement in Dublin Bus

- Works to establish an environment where individuals can feel suggestions, ideas and innovation are welcomed
- Identifies problems or blockages in systems / processes and creates solutions to resolve issues
- Identifies opportunities to utilise technology to reduce cost and enhance productivity

Other Requirements:

- NFQ Level 7 degree level qualification in a relevant discipline, or equivalent relevant experience
- 5+ years experience in business analysis, to include process analysis and KPIs
- Experience supporting projects to deliver new technology, processes and ways of working
- Strong problem solving skills
- Strong relationship building skills
- Experience applying business analysis skills in a practical setting
- Analytics experience in a transport operations or logistics environment beneficial
- Bring a highly structured approach to work, while maintaining flexibility and agility to changing priorities
- Self-starter, able to work on their own initiative
- Strong written communication and documentation skills
- Strong working knowledge of office 365 suite, in particular Excel, PowerPoint, SharePoint Online, Microsoft Teams and additional Microsoft Office tools