

## Senior Digital Business Analyst / Project Manager

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organisations in an age of ever-changing risk. Working across disciplines, technologies and geographies, everything we do is based on our belief that taking risks is essential to our clients' success.

We provide our clients with the insight to focus resources and ensure they are prepared to resolve the issues and crises that occur in any ambitious global organisation.

We go beyond problem-solving and give our clients the insight and intelligence they need to realise opportunities and grow. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.

<b>Our people</b>	Working with our clients our people are given direct responsibility, career development and the opportunity to work collaboratively on fascinating projects in a rewarding and inclusive global environment.
<b>Location</b>	London
<b>Engagement</b>	Full-time, Permanent
<b>Department</b>	IT
<b>Manager</b>	Digital Programme Manager
<b>Job purpose</b>	<p>Control Risks has a busy IT department, with a drive to not only maintain and improve high quality existing services, but to add new services to meet the demands of our business and its clients in diverse areas. This role is dedicated purely to managing IT projects.</p> <p>The role will also demonstrate, both within and outside the department, the value of dedicated project management in delivering real business value in a timely and effective manner. Please note that this role requires some flexibility in achieving delivery i.e. there may be times where working outside core hours is required to deal with other time zones.</p> <p>You will have a thorough background covering business relationship management and business analysis, with experience of and qualification in Project / Programme / Portfolio management is essential. You will have the ability to work effectively with all levels throughout the organisation. Essential to this role is the ability to co-ordinate the activities of multiple resources, potentially in different time zones</p>
<b>Tasks and responsibilities</b>	<p><b>Project Management</b></p> <ul style="list-style-type: none"><li>▶ Support the delivery of business requirements for Digital projects and initiatives</li><li>▶ Support project life-cycle from inception to delivery and benefits measurements, including testing, acceptance and support agreements</li><li>▶ Develop and gain agreement to the documents defining the projects</li></ul>

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- ▶ Deliver projects on time and to agreed budget, scope and quality
  - ▶ Anticipate project risk factors and put in place effective mitigation
  - ▶ Ensure inter-dependencies with other projects are managed throughout the whole life cycle
  - ▶ Provide suggestions for improvements in project processes and working practises, and implement or assist in implementing them

### **Collaboration and Effective Communication**

- ▶ Ensure project status is communicated appropriately within IT and to the relevant business stakeholders
- ▶ Help the IT digital team gain access to expert stakeholders
- ▶ Educate the IT digital team in the business domain
- ▶ Work closely with the other IT PM's and BA's to have consistency where possible
- ▶ Work with the business to get early feedback and during continuous testing process
- ▶ Participate in weekly programme meetings and provide update to programme manager

### **Relationship Management**

- ▶ Establish excellent relations with the business stakeholders
- ▶ Member of the Agile Scrum team who serves as the Product Owner and is responsible for business requirements
- ▶ Work with the business representatives, marketing and development to ensure the voice of the customer is represented in the product execution and delivery

### **Business Analysis oversight**

- ▶ Ensure that high level and detailed requirements for each project are captured from business stakeholders in a variety of suitable formats
  - ▶ Ensure stories are created based on the requirements in the agreed format and system
  - ▶ Ensure that product backlogs are created and groomed on an on-going basis as market and customer requirements change
  - ▶ Ensure that the backlogs of user stories and product defects are ordered, managed and prioritised so that the work defined for the team is prioritised and meaningful to the business change
  - ▶ Ensure acceptance criteria is included for each story in the product backlog
  - ▶ Guide the business to prioritise based on multiple inputs and competing priorities
  - ▶ Work closely with the development team to commit backlog items to sprint deliverables (negotiate what gets put in each iteration)
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- ▶ Work with the development teams to address questions/concerns during sprints, speaking for the business when necessary and acting as an extra layer of validation that we have delivered all success criteria and met expectations
  - ▶ Oversee UAT with the business stakeholders until sign off
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### Knowledge and experience

#### Essential

- ▶ Prior experience as a Project or Programme Manager for digital projects
- ▶ Demonstrable experience in encouraging and motivating people
- ▶ Proven experience of managing IT/digital projects
- ▶ Understanding of standard software development life cycle
- ▶ Understanding of standard development team roles and their responsibilities in an agile environment
- ▶ Understanding of scrum framework and agile methodologies
- ▶ Excellent communication, consulting and organisational skills; able to build and maintain strong working relationships and credibility with peers within IT and across the business community
- ▶ Proven analytics and problem-solving skills
- ▶ Excellent planning with perceptive and structured analytical ability
- ▶ Excellent team player
- ▶ High standards of integrity
- ▶ Self-starter, pro-active and able to take the initiative and manage own time
- ▶ Can do attitude as well as delivery/results driven

#### Preferred

- ▶ Project management and business analysis experience within a professional services company
  - ▶ Knowledge of Prince2 and effective programme management
  - ▶ Worked in a similar role focusing on digital systems and applications
  - ▶ Knowledge of API Gateways
  - ▶ Knowledge of Microsoft Azure technology stack
  - ▶ Working knowledge of TFS or JIRA
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### Qualifications and specialist skills

- ▶ Strong consultative approach (relationship and engagement skills)
  - ▶ Prince2 or equivalent experience
  - ▶ Agile development experience (Scrum)
  - ▶ Excellent communication skills: written, verbal, group presentations
  - ▶ Flexibility to partner with and negotiate with various personality types at all levels within the organisation
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- ▶ Effective leadership skills and ability to actively listen, communicate and motivate teams to achieve results
- ▶ Flexible and able to adapt to changing goals/objectives
- ▶ Able to work on multiple projects and tasks at the same time

### Competencies

- ▶ Problem Solving
  - ▶ Takes the initiative to proactively resolve issues within own remit and recognise when requires escalation
- ▶ Innovation and Creativity
  - ▶ Shows initiative in work, contributing new solutions or new ways of doing things
  - ▶ Uses creativity to think outside the box and encourages others to do the same
- ▶ Results oriented
  - ▶ Delivers on personal objectives to deliver to strategic and department plans, focuses on delivery, strives to exceed expectations. Shows drive and determination to achieve high standards
- ▶ Adapting to change
  - ▶ Embraces a changing environment, adapts well to changing demands and ambiguous situations and adapts own behaviour accordingly
- ▶ Communication, planning work and influencing
  - ▶ Expresses self clearly & displays sensitivity to develop constructive relationship with others. Shows understanding of others in order to influence as appropriate

### Behaviours

All employees are expected to display behaviours reflective of our company values: Integrity and Ethics, Collaboration and Teamwork, Commitment to People and Professionalism and Excellence.

### How to apply

If your qualifications, experience and aspirations match our requirements, email a covering letter and CV, stating your current salary to:  
[IT.Recruitment@controlrisks.com](mailto:IT.Recruitment@controlrisks.com)