



The Commonwealth

## JOB AND TASK DESCRIPTION

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**Job Title:** Business Analyst

**Directorate:** Economic, Youth and Sustainable Development

**Grade:** H

**Reports To:** Adviser and Team Leader (Systems)

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### General Information

The Economic, Youth and Sustainable Development Directorate is a major development co-operation instrument of the Commonwealth Secretariat, supporting the development efforts of member countries through technical assistance and capacity building. A significant part of the Directorate's work is of a consultancy and advisory nature, delivered through a combination of in-house and external expertise. The Directorate has four sections: Debt Management, Health and Education, Gender and Economic Policy.

The Debt Management Section (DMS) provides an integrated package of technical assistance in debt management through policy advisory support, capacity building activities and the provision of debt management solutions for strengthening and reforming debt management framework, policy and operations. In addition, the section develops, maintains and provides support in the use of world-leading debt management software solutions comprising of the Commonwealth Secretariat Debt Recording and Management Systems (CS-DRMS) and the Commonwealth Secretariat Securities Auctioning System (CS-SAS). DMS is in the middle of deploying a new web-based debt management system (Commonwealth Meridian) which will replace CS-DRMS in member countries. Through its design, the new system aims to support modern debt management offices globally. Commonwealth Meridian was released in 2019.

The DMS also supports countries in the building of a comprehensive and good quality debt database in line with best practice in debt data statistics, and assists them with the preparation of debt bulletins. Capacity building support is also provided to strengthen institutional and local capacity in debt management through the provision of hands-on training workshops and other distance learning programs on related areas in debt management.

### Job Summary

The DMS is led by an Adviser and Head and comprises of Debt Advisers, an Adviser and Team Leader (Systems), Business Analysts, Systems Development Officers, Programmers, a Test Analyst and Programme Assistants. The section also engages external consultants from time to time.

Reporting to the Adviser and Team Leader (Systems) of DMS and working as part of a team of economists, debt specialists and IT professionals, the Business Analyst is responsible for managing stakeholder expectations and relationships, gathering and analysing requirements, elaborating software requirements specifications, supporting the ensuing architectural/system specification and testing. The Business Analyst also undertakes debt management systems training and support which may require the post holder to travel on technical missions to Commonwealth member states.

### **Task Description**

The main duties of the Business Analyst are as follows:

- Work with key project stakeholders and business people, including DMS economists and domain experts, to formulate and communicate the business vision and scope for the project; undertake ongoing identification and prioritization of business requirements;
- Take a leading role in the implementation of Commonwealth Meridian in member countries;
- Take a leading role in building debt data warehouses for collective reporting;
- Take a leading and advisory role in implementing and assisting countries migrate from CS-DRMS to Commonwealth Meridian;
- Act as a bridge between the business and the debt management system; develop and maintain strong relationships with business partners and the development team to ensure high quality and on-time deliverables;
- Advise on and assist in implementing appropriate requirements gathering techniques for the Commonwealth Meridian;
- Assume responsibility for requirements planning; gather and model process and business rules requirements in consultation with stakeholders;
- Analyse and recommend standard debt management practices to be embedded into the software;
- Develop and document comprehensive software requirements specifications for addressing user requirements;
- Validate requirements and models in conjunction with stakeholders;
- Develop comprehensive test cases in collaboration with the DMS Test Analyst, DMS Debt Advisers and other stakeholders;
- Participate in the design of screens and prototypes to help closely reflect user expectations;
- Work with project teams in the development of specific software components;



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- Advise vendors (where applicable) and the development team on business context and details to ensure that requirements are correctly interpreted and covered in system development;
- Undertake peer reviews of software requirements, software design, prototypes and other relevant software artefacts;
- Validate intermediate and final deliverables of the software development life cycle;
- Participate in system testing and user acceptance testing;
- Assist in updating software documentation and training materials to keep them in accord with all software changes.
- Prepare and submit reports on work progress on a regular basis.

In addition, the post-holder will also:

- In the context of enhancing DMS software development activities, the Business Analyst will be expected to advise on documentation standards and methodologies and make recommendations on acquisition of appropriate tools;
- Organise and facilitate training workshops for Member Countries using Commonwealth debt management systems;
- With a view of maintaining a good level of support, participate in the prioritisation, diagnosis and resolution of support issues;
- Assist the Adviser & Team Leader (Systems) with project planning, organization and the monitoring and recruitment of consultants;
- Perform any other duties as may be required from time to time.

### Person Specification

#### Education:

##### Essential

A degree in Information Technology or equivalent.

##### Desirable

- A post-graduate degree in Information Technology, Economics, Finance or equivalent
- Any qualification in Business Analysis.

#### Work Experience:

##### Essential

More than five years Business Analysis experience on large projects in the financial sector covering:



## The Commonwealth

- Strong knowledge in working with data and building data warehouses;
- Gathering and documenting requirements;
- Structured requirements analysis including development of business/process/data/workflow models and elaboration of functional specifications;
- Development of test cases, software testing and quality assurance;
- Working knowledge of the loan cycle;
- Extensive experience dealing with debt instruments with emphasis on loans and guarantees;
- Project Management experience;
- Implementing systems at user sites;
- Capacity building skills through training on hands-on training activities.

### Desirable

- Working knowledge of public debt management;
- Good understanding of latest software design and development technologies;
- Exposure to full software development lifecycle.

### Competencies

#### Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision-making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Encourages others to evaluate systems, processes and behaviour to ensure respect for diversity is demonstrated.

#### Working with Others

Promotes teamwork and removes barriers to effective team working.

Provides advice and guidance for others sensitively and where appropriate.

Establishes ownership for relevant activities from the outset.

Develops a wide network, including senior level contacts, to facilitate activities and further own knowledge.

Manages expectations of member states e.g. to ensure the alignment of what is requested and what Commonwealth Secretariat can offer.

Demonstrates an ability to negotiate with and influence senior colleagues and



contacts.

Proactively liaises with other divisions, partners and third parties.

### Communication

Presents credible information confidently.

Presents effectively to large groups on key topics.

Writes reports and papers that are succinct accounts of key information.

Develops and alters own style of communication to meet the needs of different individuals.

Uses tact and appropriate terminology when making recommendations to member states.

Communicates and explains complex issues to a wide range of audiences, selecting the most effective medium.

### Developing and Applying Professional Expertise

Applies specialist knowledge to achieve anticipated results.

Proactively identifies how to develop specialist knowledge.

Presents self as credible to both internal and external contacts.

Summarises/presents technical information in a manner that others can understand.

Acts as a technical advisor to others to facilitate achievement of desired outcomes.

Uses specialist knowledge to bring an alternative perspective to a situation.

Liaises with stakeholders to facilitate implementation of recommendations.

Uses experience and advanced technical expertise to support others.

### Accountability

Takes ownership of assigned tasks, honours deadlines.



Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances.

Supports subordinates, provides oversight and takes responsibility for all delegated assignments.

### **Decision Making**

Considers the relevant justifications for a particular course of action.

Takes context into consideration when making decisions.

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate.

Bases actions and approaches on the root cause of an issue, rather than the symptoms.

### **Leadership and Development**

Mentors colleagues effectively e.g. by suggesting development goals and providing on the job coaching inter alia.

Provides constructive feedback to team members and colleagues with confidence and sensitivity.

Ability to think and act strategically, analyse issues and take a strategic view. Contribute towards effectiveness of regional programmes.