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| Business Analyst | | | |  |
| **Reports to:** | Lead Business Analyst | | | |
| **Direct Reports:** | None | | | |
| Purpose | | | | |
| You are required to support the business in delivering new and updated software solutions to the business by gathering, documenting, and coordinating the delivery of requirements. | | | | |
| Key accountabilities and example activities | | | | |
| **Requirements analysis**   * Documenting requirements using appropriate analysis techniques such as user stories, activity flow diagrams etc. * Developing highly specified project briefs in line with customer requirements * Implementing new IT solutions to improve business efficiency and productivity * Developing and producing user training and guides * Gaining a full understanding of customer operations and systems * Undertaking research and feasibility exercises in consideration of new or updated software solutions | | | | |
| **Project Delivery**   * Having a full understanding of the systems and business processes of the organisation * Eliciting requirements from internal and external stakeholders * Inputting into proposals for modified or replacement systems and presenting these to internal and external customers * Input into implementation of system changes * Coordinating and completing user acceptance testing of system changes * Overseeing and taking ownership of assigned projects or system changes | | | | |
| **Communication**   * Working closely with end users to ensure a high level of customer satisfaction * Communicating requirements and working closely with your Systems team colleagues to deliver system changes * Being able to advise and mentor other members of the team on best practice in business analysis techniques | | | | |
| Other responsibilities | | | | |
| * Challenging inefficiencies, sharing best practice, and implementing change in order to improve service quality * Resolving or if required escalating issues to the Senior Systems Manager * Identifying business risk and taking action to minimise and mitigate this * Working collaboratively across the business to facilitate communication and ensure consistency * Developing and maintaining professional relationships with key stakeholders * Actively participating in team meetings and the internal Social Value Programme * Any other related duties as required by your line manager and the Leadership Team | | | | |
| Attributes | | Skills | | |
| * Strategic vision * Commercial awareness * Passionate about the "Plus" * Focus on the customer * Creative and innovative * Honest and open * Collaborative * Can-do / will do attitude * Judgment and foresight | | | * Results orientated * Excellent IT skills * Influencing * Problem Solving | |
| Knowledge, experience, and qualifications | | | | |
| * Good understanding of complex business analysis techniques * Experience of the full development life cycle to deliver business requirements * Ability to demonstrate experience within a similar role * Degree or suitable business qualification or demonstration by experience | | | | |

In order to be shortlisted you must demonstrate in your application form that you meet all the essential criteria and as many of the desirable criteria as possible.

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| Shortlisting Criteria | | | | | |
| Attributes | | Item | Relevant Criteria | Identification Method | Rank |
| 1.0 | Skills & Abilities | 1.1 | Ability to work on own initiative and prioritise work | A, I | E |
| 1.2 | Ability to understand business analysis techniques | A, I, AC | E |
| 1.3 | Ability to work collaboratively as part of a team and at all levels | A, I, AC | E |
| 2.0 | Specialist Knowledge | 2.1 | Experience of defining requirements for new and updated software solutions | A, I, AC | E |
| 2.2 | Experience of data analysis for problem solving and business reporting | A, I | E |
| 2.3 | Experience of delivering IT projects to time and to meet requirements | A, I, AC | E |
| 2.4 | Experience of dealing with multiple internal and external parties to deliver work | A, I | D |
| 3.0 | Qualifications | 3.1 | Relevant degree, suitable business qualification or demonstration by experience | A, I | E |
| 4.0 | Special Requirements | 4.1 | Experience and/or knowledge of the construction/ social housing sector | A, I | D |

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| **Rank** | |
| E | Essential |
| D | Desirable |

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| **Identification method** | |
| A | Application |
| AC | Assessment Centre / Presentation |
| I | Interview |