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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
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| **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
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| **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
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| 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
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| 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

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| 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
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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 |