

## JOB DESCRIPTION

<b>Job Title:</b>	Business Analyst
<b>Directorate:</b>	Technology and Delivery
<b>Reports To:</b>	Project Manager
<b>Direct Reports:</b>	None
<b>Overview of the role:</b>	The Business Analyst role sits within a newly established Enterprise PMO (EPMO) function. This role will provide critical analysis services to the organisation by supporting stakeholders around the Group in identifying and documenting requirements, process maps, pain points and benefits. This role is critical to the success of the overall portfolio programme in ensuring the group continues its progress to achieving its Corporate Strategy goals.

Key Responsibilities	Key Tasks
Core Tasks and Outputs	<ul style="list-style-type: none"> <li>• Eliciting and documenting business requirements with stakeholders and achieving sign off of requirements.</li> <li>• Documenting and updating As Is process maps.</li> <li>• Producing To-Be process models alongside customers.</li> <li>• Gap analysis between as is and to be processes.</li> <li>• Understanding and documenting pain points and using root cause analysis to recommend and document process improvements.</li> <li>• Support benefits identification and return on investment analysis for proposed projects and programmes.</li> <li>• Support coordination of user acceptance activities (testing widows, test plans, test scripts, sign off).</li> <li>• Supporting the development, organisation and deployment of training related to projects and programmes.</li> <li>• Where required, carry out data preparation activities.</li> <li>• Coordinating and leading relevant workshops to achieve key outputs.</li> <li>• Support development of project or programme business cases.</li> <li>• Responsible for small scale change, developing plans and monitoring progress.</li> </ul>

Testing, Training and Support	<ul style="list-style-type: none"> <li>• Ensuring business users are properly trained and supported.</li> <li>• Assisting in developing the business user support documentation.</li> <li>• Supporting the deployment of the solutions into Live operation.</li> <li>• Supporting and guiding peers in use of the Live solution.</li> <li>• Acting as mentor to business users of the Live solution.</li> <li>• Supporting programme leads as required on key projects and programme delivery.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Ability to organise and lead workshops to elicit key information needed to progress project ideas and requests to next stage.</li> <li>• Ability to coordinate testing and training activities to support project progress.</li> <li>• Regularly provide progress updates as required in accordance with EPMO governance.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• Ability to spot pain points in processes and provide creative ideas and solutions to processes.</li> <li>• Promote the use of technology within the team and the wider Group, including encouraging a paperless environment and best use of relevant systems.</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Building effective, trusted relationships across the Group.</li> <li>• Arranging and attending regular meetings with stakeholders.</li> <li>• Getting agreement on decisions needed to progress work through the next stage.</li> </ul>

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

## Business Analyst

### Person Specification

<b>Qualifications</b>	
Lean sixSigma or similar business analysis qualification or equivalent experience	E
BCS BA diploma/ISEB qualification	D
<b>Experience</b>	
Gap analysis, root cause analysis and requirement gathering experience	E
Creating, analysing, and optimising business process models	E
Identify the root cause of problems and conduct analysis to set priorities for improvement.	E
Has experience in translating user needs into system requirements	E
Familiar with User Acceptance Testing practices and able to conduct this thoroughly	E
Proven ability to support your peers in the use of our technology solutions	E
Ability to demonstrate Business Analysis in a complex business/technical environment	E
Ability to build trust enabling the management and influencing of stakeholders at all levels	E
Experience of producing As-Is and To-Be process maps using Microsoft Visio	E
Track record of finding innovative solutions to business challenges.	E
Strong knowledge of Agile/Scrum methodologies	D
Relevant Housing or similar sector experience	D
Experience of data analysis, data cleansing & data optimisation activities	D
<b>Personal Skills/Qualities/Knowledge</b>	
Strong time management and organisational skills, able to prioritise workload	E
A constructive 'questioning' approach to processes and technology use	E
Ability to work alone and as part of a team	E
Self-motivated to deliver against targets	E
	E
Excellent written, verbal and presentation communication skills	E
Passion for business change via technology exploitation	E
Display high level of accuracy	E
is comfortable working at pace and with flexibility in evolving, iterative programmes of work	E
can present complex information in a simple, clear, and concise manner	E
can work with uncertainty and changing priorities	E
is self-motivated and determined	E
Expert at asking questions, collecting information, and converting into tangible goals.	E
Advanced knowledge of MS Office suite	E
Commercially aware and able to apply this to how we work	D
Good understanding of the importance of data control and GDPR implications	D
<b>Other Requirements</b>	

Ability to travel between Group offices and to other locations as required	E
Flexibility to work outside of core hours as necessary	E

\* E = Essential criteria / D = Desirable criteria