

bpha ROLE PROFILE



JOB TITLE:	Business Analyst
REPORTS TO:	Business Analyst & IT Training Team Leader
POSITION LEVEL:	Finance & IT Technical & Specialist Standard
JOB PURPOSE & ACCOUNTABILITIES	<p>The Business Analyst plays an advisory role, responsible for investigating and analysing business situations, identifying and evaluating opportunities for improving business systems, defining and documenting requirements, and ensuring the successful implementation and adoption of solutions that align with business needs.</p> <p>The role involves gathering and developing business requirements for each project, facilitating workshops and meetings with internal and external stakeholders, and coordinating efforts across teams, including third-party contractors and consultants. The Business Analyst is also accountable for producing and maintaining key project documentation, including process maps, user stories, personas, technical specifications, and detailed requirements where necessary.</p> <p>Additionally, the post holder must have a comprehensive understanding of the technical environment within which bpha operates, along with a deep knowledge of the business processes involved in social and affordable housing. They will also support the functional testing, user acceptance testing (UAT), and implementation of new solutions, ensuring successful adoption and realization of business benefits.</p>

KEY RESULT AREAS	MEASURES OF SUCCESS
Identify, investigate, analyse and communicate complex business problems and opportunities within a defined project	<ul style="list-style-type: none"> Development of a comprehensive business case that includes an analysis of the business problem and proposed options for improvement Use appropriate investigation techniques and models/diagrams to document the business situation effectively
Identify, analyse, challenge, and validate business and user requirements	<ul style="list-style-type: none"> Create clear, detailed requirement specification, using standard templates. These will serve as the foundation for User Acceptance Testing (UAT) and training materials Coordinate and review the prioritisation of requirements to ensure alignment with business needs and constraints. Deliver relevant artefacts such as Use Cases, User Stories, Personas, Data Models, and Wireframes, as needed
Critically evaluate information gathered from multiple sources,	<ul style="list-style-type: none"> Break down complex, high-level information into detailed components, synthesize low-level data into broader insights, and differentiate user requests from their actual business needs

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reconcile conflicts and extract meaningful insights	Advise the project manager, project board and BA & IT Training Team Leader of conflicts and synergies across the project and non-project business areas through the progress reports and similar
Effectively manage relationships with internal and external stakeholders by ensuring clear, proactive, and consistent communication. Facilitate mutual understanding of needs and commitments through consultation, consideration of impacts, and a strong focus on both user and business requirements	<ul style="list-style-type: none"> • Use of power/interest grid to analyse and plan the best approach to manage stakeholders. • Define communication strategies and actively manage stakeholder expectations throughout the project • Apply CATWOE and BAM techniques to understand stakeholder perspectives and ensure alignment with business objectives
Independently drive business analysis activities with minimal supervision from the BA & IT Training Team Leader	<ul style="list-style-type: none"> • Work directly with users to define concepts while aligning with project manager direction <p>Select and apply the most effective tools and techniques to support planning, analysis, development, testing, and implementation</p>
Challenge business units on their assumptions to ensure the success of planned initiatives	<ul style="list-style-type: none"> • Maintain project timelines and milestones, tracking schedules using appropriate tools • Ensure projects are controlled in alignment with PMO standard.
Identify opportunities to improve business performance and lead process optimization efforts	<ul style="list-style-type: none"> • Facilitate workshops to model current processes (as-is), design new processes (to-be), and perform gap analysis • Ensure alignment between IT systems and business processes, gaining stakeholder agreement on changes

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Collaborate with developers and subject matter experts to align technical solutions with business needs	<ul style="list-style-type: none"> Support the successful delivery of business systems and software projects in line with project plans
Act as a liaison between business units, technology teams, and support teams	<ul style="list-style-type: none"> Ensure smooth handover and support for training and the development of learning materials
Conduct thorough testing of solutions to ensure they meet business and user needs, with a strong focus on functionality and usability throughout the systems development life cycle	<ul style="list-style-type: none"> Complete functional testing to ensure that the system functions correctly, meets specified requirements, and is usable, reliable, and aligned with business processes. Identify and document defects, usability issues, and system performance concerns for resolution Organise and facilitate playbacks and UAT sessions to confirm that the solutions align with business needs Document testing using test scripts or activity diagrams and produce test summaries
Identify, quantify, and track project benefits which support bpha's objectives. Support the implementation of proposed business improvements to ensure the realisation of business benefits.	<ul style="list-style-type: none"> Create benefit profiles and maintain a benefits plan, including a benefits dependency network. Conduct regular reviews, obtain measures, and perform payback calculations to ensure business benefits are realised.

PERSON REQUIREMENTS – ESSENTIAL, unless specified as DESIRABLE:

Key Skills and Attributes

- Excellent communication skills, both oral and written, with the ability to engage and present effectively to diverse audiences (E).
- Strong stakeholder management and engagement skills, adapting communication styles to suit different levels of seniority and technical understanding (E).
- Ability to facilitate discussions, workshops, and meetings to drive collaboration and clarity around business objectives (E).
- Strong requirements elicitation skills, using a range of techniques (e.g., interviews, observations, workshops, document analysis) to capture business needs effectively (E).
- Highly skilled in translating complex concepts into clear, structured, and meaningful documentation, ensuring alignment with business needs (E).
- Excellent analytical and problem-solving skills, applying logical and critical thinking to evaluate challenges and identify solutions (E).
- Ability to assess a business situation and apply the most appropriate Business Analysis technique to document and communicate findings effectively.
- Proven ability to design, coordinate, and oversee User Acceptance Testing (UAT), including creating test plans, managing execution, and summarising results to stakeholders (E).
- Strong interpersonal and influencing skills, fostering trust and confidence across teams and stakeholders (E).
- Ability to champion change, with a proactive, adaptable, and solution-oriented approach (E).
- Sound commercial awareness, understanding the impact of business decisions on strategic objectives (E).
- Ability to quickly learn and adapt to new tools, systems, and methodologies, supporting continuous improvement (E).
- Commitment to continuous improvement, ensuring best practices in Business Analysis are applied and evolved (E).
- Collaborative mindset, working effectively both independently and as part of a team, demonstrating strong organisational, multitasking, and time management skills (E).
- Advocate for the organisation's vision, mission, and values, ensuring alignment with strategic goals and objectives (E).

Knowledge and Experience

- Proven experience using a variety of techniques (e.g., interviews, workshops, process mapping) to understand business problems and effectively elicit requirements from stakeholders (E).
- Demonstrated ability to select and apply the most appropriate business modelling techniques, such as use cases, process models, and mind maps, to clearly represent situations, problems, and solutions (E).
- Extensive experience producing high-quality documentation, including business requirements, functional specifications, and user stories/acceptance criteria, ensuring alignment with business objectives (E).
- Proven track record in benefits management, ensuring a structured approach that maximizes the successful delivery of software solutions and business value (E).

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- Strong knowledge of Agile and Waterfall methodologies and their application within the Software Development Lifecycle (SDLC) (E).
- Knowledge of MS Dynamics 365 (E)
- Familiarity with housing management systems such as Orchard Housing, Asprey, Sun Systems, or Documotive (D).
- Understanding of regulatory frameworks relevant to housing associations, including housing legislation, compliance requirements, GDPR, and safeguarding best practices (D).
- Experience with business analysis and project management tools such as Azure DevOps, JIRA, or similar (D).
- Experience providing 2nd line support (essential) and 3rd line support (desirable) (D).
- Housing Sector Experience (D).

Qualifications or training required (or appropriate demonstrable experience)

- Business Analysis certification (e.g., BCS International Diploma in Business Analysis, IIBA ECBA/CCBA/CBAP) (E)
- Further relevant qualification such as Six Sigma, PRINCE 2 (D)
- Numerate Degree (D)
- ITIL (D)
- ISTQB Foundation in Software Testing (D)

VALUES AND BEHAVIOURS:



We take responsibility



We are better together



We show empathy



We are ambitious

We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be

Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.

DATE LAST REVIEWED:

March 2025