

Business Analyst

Don't just find a job. Feel it.



You'll continually look for ways to improve and transform how our services are experienced by customers and colleagues. You'll help align business processes with technology systems whilst also making sure we manage our data effectively with tighter controls.

Connect with what you'll do

In the role you'll:

- ▶ Lead on Business Analysis work within projects
- ▶ Design and facilitate workshops with project and business stakeholders to collectively agree what is required to meet the objectives
- ▶ Model business processes with service and process teams to industry standards
- ▶ Design business processes that meet the needs of the service & process owners
- ▶ Analyse and propose opportunities for service and process improvement
- ▶ Share understanding of agreed business process designs with change adoption teams
- ▶ Support the business to define the needs of customers and colleagues in the form of user stories
- ▶ Use requirements traceability to make sure all user stories help to achieve desired outcomes and objectives
- ▶ Support the business to define user story acceptance criteria
- ▶ Effectively communicate with development & testing teams to ensure user stories are understood
- ▶ Escalate project risks, issues and dependencies and support the project manager to implement appropriate mitigation plans
- ▶ Support operational teams to adopt new ways of working to support transformation
- ▶ Support the Service Design and Business Analysis workstream to define standards for ways of working
- ▶ Work energetically and at pace to deliver our goals and targets
- ▶ Be obsessed about all things service related and constantly be looking for new ideas to improve our services

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Stakeholder relationship management
- ▶ Business process mapping skills
- ▶ The ability to draw out requirements
- ▶ Working in a similar, fast-paced role

It'd blow us away if you had:

- ▶ Experience of service design methods and tools
- ▶ A recognised Business Analysis qualification such as IIBA or BCS
- ▶ Knowledge of social housing
- ▶ Knowledge of MS Dynamics technology platforms

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care
- ▶ Communicating clearly, concisely and thoughtfully both verbally and in writing with great attention to detail
- ▶ Being comfortable working on a number of different projects simultaneously
- ▶ Being able to bring people together to collaborate on ideas and solutions
- ▶ Proactively and appropriately challenging the status quo and bringing people on the journey with you
- ▶ Building trust by doing what you say you will. Taking ownership and being tenacious to make things happen
- ▶ Making wise decisions and solving problems without overcomplicating things
- ▶ Holding your hands up if you make a mistake and quickly re-focusing to put things right
- ▶ Be a great team player and do what it takes to keep the business moving forward
- ▶ Being the best version of yourself in every situation and showing resilience even when it's tough
- ▶ Seizing opportunities by being brave and stepping outside of your comfort zone
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.

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