



JOB SPECIFICATION

Job title: Senior Business Analyst
Responsible to: Business Architect
Location: Portsmouth/Hybrid

Purpose:

We are transforming our business and transitioning our technology from an on-premise housing management platform to Microsoft Dynamics. We are looking for a Senior Business Analyst to be part of the team leading the transformation for Phase 3 of our programme. Working within our Programme team you'll work with the business to understand requirements and shape the To-Be processes for Income and Debt Recovery, Tenancy Management, Neighbourhoods and Asset Management on a MS Dynamics platform. You will be part of a team of Business Analysts liaising with business stakeholders, partners and internal teams. Additionally, you'll contribute to the development of our business analysis practice, sharing your expertise with the team, with the opportunity to manage small teams from time to time.

Role Overview: As a Senior Business Analyst, your expertise in business processes, requirements gathering, and process improvements will be essential to allow you to work at a fast pace to;

- Understand the unique challenges and intricacies of Income and Debt Recovery, Tenancy Management, Neighbourhoods and Asset Management.
- Collaborate with stakeholders to identify related pain points and opportunities for improvement.
- Ensure that the migration to Dynamics 365 aligns with best practices for housing management making best use of product functionality to simply and automate business processes.
- Leverage your knowledge to design efficient workflows and data structures that enhance business processes.

- Bridge the gap between technical teams and business users, translating business-related requirements into system solutions, making best use of product functionality.
- Contribute to the successful implementation and adoption of Dynamics 365 within the housing organisation.

Key Areas	Description	Performance standards are satisfactory when: -
Business Analysis	<ul style="list-style-type: none"> • Carry out and oversee the delivery of multiple types of analysis sessions covering Issue Gathering, Root Cause analysis, and Requirement Gathering, Test Coverage, Process Definition with the production of relevant and appropriate high-quality output from these. • Continuously challenge our business, helping them to seek out new improved, and efficient ways of working. • Evolve the • Guide teams in core BA capabilities such as requirements capture, process definition, user story creation, show and tells and testing definition and support • Help steer how we continue to develop our Business Improvement practice and methods within VIVID. • Help promote our practises and methods throughout the business at all levels. • Be the 'fountain of knowledge' for colleagues both within the Business Improvement team and 	<ul style="list-style-type: none"> • Issue/Requirement Gathering sessions and Root Cause analysis are prepared and run well, with problems and new ways of working effectively identified and written up. • Continuously the business evolves and improves its work practises and methods. • Our Business Improvement team continues to improve knowledge and skills wise. • Our Business Improvements methods continue to improve and follow industry best practise. • The business is aware of our method and processes and keen to engage. • Colleagues throughout the business recognise and respect the expertise and support provided.

	<p>across the business regarding business analysis and act as mentor less experienced staff as appropriate.</p> <ul style="list-style-type: none"> Keep current on industry trends and innovation in the Business Analysis space. 	
Projects and Continuous Improvement	<ul style="list-style-type: none"> On larger projects lead a small team of BA's on activities such as requirements definition, user story creation, show and tells, testing support Through a detailed understanding of project management methods, such as Agile and Waterfall, as well as tools/controls used such as Gantt charts, risks and issues logs, and business cases help Projects/CRs to be delivered successfully. Assist Programme and Project Managers in the development of their plans, ensuring appropriate BA skills are identified and realistic resource estimates are incorporated. Collaborate with project team members to support the creation of detailed functional and technical specifications from user requirements. Through a detailed understanding of the products and applications used across the VIVID landscape help to determine the future direction for these products. Through a detailed understanding of training and cultural change ensure change delivered via 	<ul style="list-style-type: none"> Projects/CRs are delivered successfully. Projects/CRs have accurate plans, reflecting the effort and timescales needed deliver the approved solutions. Functional and technical specifications reflect the user requirements. We are clearly able to determine how best to move our product portfolio forward. Business change has minimum impact on day-to-day business and adoption is quick and seamless. Project/CR communication plans and material are timely and appropriate.

	<p>Projects/CRs presents minimum risk and impact to the business.</p> <ul style="list-style-type: none"> • Help to create and deliver communication plans and material that support Projects/CRs. • Act as a key player in the evaluation of new solution, ensuring RFI/RFP cover the business need, and the scoring is effective, relevant, and accurate. • Support the development of Business Cases, ensuring high-level requirements are capture, appropriate options are considered, and that the upsides/downsides and risk are acknowledged and evaluated appropriately. • Ensure business benefits are clearly identified and logged and monitored through to realisation. 	<ul style="list-style-type: none"> • Selection of new solutions is effective and accurate. • Business Cases provide decision makers with appropriate options with well researched and thought through conclusions and recommendations. • Business benefits for all changes are clearly identified, tracked, and delivered by Projects/CRs.
Other	<ul style="list-style-type: none"> • Promote achieving excellence and continuous improvement throughout the organisation • Carry out other duties which are broadly consistent with the job description and level of the post 	<ul style="list-style-type: none"> • Being an ambassador for change, making things happen • Responding promptly when relevant issues are identified
Diversity	<ul style="list-style-type: none"> • Ensure adherence to duties in relation to Equality and Diversity 	<ul style="list-style-type: none"> • Demonstration of behaviours which best support equality and diversity within the workplace
Health and safety	<ul style="list-style-type: none"> • Ensure the highest standards of health and safety are maintained in all areas 	<ul style="list-style-type: none"> • There is a great Health and Safety culture across the department • You personally adopt behaviours which adhere to all Health and Safety policies and practises



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	<ul style="list-style-type: none">• Take care of your own safety and that of others who may be affected by what you do (or do not do)	
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Person Specification

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Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent experience • BCS Diploma in Business Analysis • 1 further high-level BA Qualifications. 	D E E
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of delivering for a Housing Association • Minimum of 2 years' experience as a Business Analyst, using recognised business analysis techniques and processes. • A good understanding of project management methods including Agile and Waterfall. • A good knowledge of the social housing sector and generic business processes • A good understanding of the concepts underlying current technology used by large organisations, covering networks, applications, databases, general data storage, MIS, APIs, middleware, firewalls, etc. • Advanced skills in use of IT software including Microsoft 365 • Previous experience of working in a project and change environment. • A good understanding of Dynamics365 and implementing changes within. 	D E D E D E E
Skills	<ul style="list-style-type: none"> • An ability to learn and assimilate new information quickly, with minimal support and guidance. • Ability to create and maintain technical documentation including requirements documentation and process models. • An ability to lead and promote change 	E E E
Personal Qualities	<ul style="list-style-type: none"> • Must be able to relate well to other professional disciplines and have excellent communication and negotiation skills. • Must be able to work productively in a team environment and be a good problem solver. • Strong customer service orientation. • Strong interpersonal and communication skills, and the ability to establish and maintain co-operative and harmonious working relationships. • Able to live our values 	E E E E E
Other	<ul style="list-style-type: none"> • Able to work outside of usual office hours occasionally 	E