

Job Title:	Business Analyst	Function:	Operations
Reports To Manager:	Standard Operating Model Business Lead	Job Family:	Support & Professional
Date:	June 2025	Band:	6

Purpose: To support the front-line improvement project by analysing business processes and ways of working, identifying opportunities, and helping stakeholders define needs and priorities. The role will work closely with hospital teams and wider stakeholders to improve efficiency and effectiveness, supporting the agile implementation and monitoring of changes, including testing to understand solutions and opportunities for scaling.

Responsibilities	Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> Lead the collaboration with key stakeholders, including clients and front line colleagues to map and review business processes using tools such as process mapping, root cause analysis, interviews, co-creation workshops, desk-based data analytics and surveys. Lead the collection of insights to identify opportunities for improvement and recommend changes to increase efficiency and effectiveness and challenge current ways of working. Present findings and data-driven recommendations to stakeholders at all levels including senior executives. In partnership with the Project Manager and Business Lead, develop and deliver business cases, feasibility studies and cost-benefit analyses to support proposals for strategic and transformational change initiatives. Support the Project Manager and Business Lead with implementation of proof of concept / prototype changes, measure and monitor the impact and support change management efforts. Build and maintain reports, dashboards, or presentations that support strategic data-led decision-making. Track KPIs and performance metrics related to business improvement initiatives. Create and maintain comprehensive documentation for technical and business processes including creating SOPs and process guides for front-line use. Translate business requirements into technical specifications and analyse existing systems to identify integration and improvement opportunities. Compliance with all PDSA policies and procedures. 	<ul style="list-style-type: none"> Delivery of projects aligned with objectives and change management protocols. Quality of documentation and solutions. Effective collaboration with stakeholders and technical teams. Operate in line with departmental SLA's. 	<ul style="list-style-type: none"> Head and Heart Better together Passion with purpose Planning and organising Acting commercially Leading effectively
	Dimensions <ul style="list-style-type: none"> Direct Reports: 0 Indirect Reports: 0 Budget: none Internal Contacts: Change Lead, project teams, Pet Hospital teams and key stakeholders across PDSA. External Contacts: Third-party vendors, consultants 	Role-specific knowledge & skills <p>Essential</p> <ul style="list-style-type: none"> Proven experience in using business analysis tools and techniques to identify, prioritise and test process improvements In depth experience in generating process documentation and business case development. Excellent business acumen; understanding of business processes and industry-specific standards. Excellent communication and facilitation skills with an ability to lead co-creation activities and translate data and insights into actionable solution recommendations. <p>Desirable</p> <ul style="list-style-type: none"> Experience of working with front-line teams in an operational, health-care, social services or veterinary environment. Professional qualifications in Business Analysis.
Approved By: HRBP	Date: June 2025	