

Job Description and Person Specification Business Analyst

Document owner
Head of HR Services

Document no

Job Description

Directorate Resources	Grade G
Service ICT	Job evaluation number A3199
Reports to ICT Development Manager	Responsible for None

Job purpose and role

As part of the ICT team you will support the Company to obtain the maximum benefit from corporate systems and that they are developed where necessary to increase business efficiency in line with corporate priorities.

Providing Business Analysis and Project Management best practice to the introduction, development and enhancement of corporate business systems either in use or to be used by the Company.

Main duties and key result areas

- Provide project management and business analysis support to system implementations, changes or upgrades.
- Produce project documentation, including, Business Cases, Highlight Reports, Project Plans etc.
- Manage the handover of projects and changes to the ICT Operations Team and business areas, including all relevant documentation and training.
- To undertake reviews of corporate systems to ensure that they continue to meet business needs.
- To test and handover new system implementations as well as system upgrades or patches.
- To participate in the internal and external user groups as required.
- To actively research emerging technologies and to assess their potential business benefit to the Company.
- Manage multiple projects and changes across various different systems and business areas utilising

Job Description and Person Specification Business Analyst

Document owner
Head of HR Services

Document no

various best practice frameworks, including, PRINCE2, Agile, ITIL, as well as internal processes and procedures.

- Working with business areas to provide Business Analysis support, including requirements gathering, process mapping and modelling.
- To evaluate business requirements, prepare and present proposals, design and deliver solutions to meet agreed objectives within time scale and budget.
- Undertake business analyst process reviews to identify areas for improvement and recommend potential solutions.
- Develop and oversee the automation and integration of business systems through developing workflow, scripts and scheduled tasks.
- To promote value for money and continuous improvement.
- Be available across the organisation through travel to all sites within Beyond Housing.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

**Job Description and Person Specification
Business Analyst**Document owner
Head of HR Services

Document no

Managers are also be expected to:

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that employees attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in company policies and procedures, particularly for compliance with health and safety.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1		New role

Job Description and Person Specification

Business Analyst

Document owner
Head of HR Services

Document no

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Written and oral communication skills, including, delivering presentations, training, report writing and creating documentation tailored to the appropriate audience	E
	Business focused and able to communicate effectively particularly translating technical language for a non-technical audience	E
	Ability to prioritise own workload and managing competing demands.	E
	Objective and constructive approach to problem solving	E
	Ability to use programming languages e.g. SQL, Visual Basic etc.	D
	Ability to map and model processes to support service improvement	E
	Ability to work across multiple sites throughout the organisation	E
Knowledge and experience	Knowledge of the housing sector and the systems appropriate to this environment	D
	Knowledge of Business Analysis, ICT Service Management and Project Management best practice, for example, ITIL, PRINCE2, Agile etc.	E
	Relevant ICT experience in a housing sector environment	D
	Experience of supporting business systems projects	E
	Experience of using and enhancing corporate systems to support business requirements and create operational efficiencies	E
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
	A relevant qualification in Business Analysis or Project Management, for example, Business Analysis Practice, PRINCE2, ITIL etc. or higher education equivalent	E
	Evidence of a Higher Education in a relevant subject or exempting experience	E
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E

Job Description and Person Specification Business Analyst

Document owner
Head of HR Services

Document no

Attribute	Detail	Essential or desirable
	Collaborative approach: one company, one team	E
	Focussed on leading, coaching, empowering and motivating employees	E
	Committed to team development and identification of on-going training needs	E
	Willing to take ownership and be accountable for decisions and actions	E
	Ensures decisions and actions are in line with company values, policies and guidelines	E