



Job Title: Business Analyst
Grade: Y5a
Reports To: Programme Manager
Number of Reports: Nil

Key job element

To shape, develop, and own the end-to-end business solutions, business analysis activities, and the development and management of business requirements to deliver the benefits identified across planned projects and changes.

- Recognise, develop, and recommend improvements to processes and systems
- Develop and monitor improvement plans and provide support for reviews, in partnership with internal stakeholders.
- Challenge the status quo and existing practices to simplify and streamline processes, supporting teams with process re-design in line with an agreed methodology and advocate new approaches and ways of working
- Run workshops to undertake 'as-is' and 'to-be' process mapping with process owners and other stakeholders, provided guidance and challenge
- Gather and document requirements using various techniques and tools appropriate to the subject matter, business area to achieve the desired outcomes
- Translation of business requirements into technical requirements
- Production of Business Requirements and Solution Documents and obtain agreement and signoff from relevant stakeholders
- Assist in the development of test plans and acceptance criteria of deliverables
- Transfer business knowledge and expertise to colleagues and ensure successful integration of changes into BAU
- Be a key reference point providing advice and guidance for key systems. Supporting key users throughout the business and promote benefits of business systems
- Assist teams to identify gaps in processes which could potentially lead to data inaccuracies and make appropriate recommendations to address
- Work closely with Data Analysts and Application Analysts to promote the importance of accurate data and consistent use of the business systems across the organisation
- Assist in the development of training plans when necessary

Person Specification:

This area focuses on skills and knowledge required in the role.

Essential Criteria

- Holder of recognised Business Analysis qualification or equivalent vocational experience
- Demonstrable knowledge of business analysis techniques and processes
- 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 with a strong customer service orientation.

- 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.
- Demonstrates an eye for detail with excellent organisation skills.
- Comfortable under pressure and commitment to tight timeframes
- Ability to build trusting relationships with key external and internal stakeholders

Desirable Criteria

- Experience in the delivery of IT related projects
- Experience coaching/mentoring other team members
- Experience in the Housing or Public Sector

- All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude