

JOB DESCRIPTION

JOB TITLE:	Business Analyst
GRADE:	£45,091 - £48,226 Band 11 (SCP34-37)
BASE:	Northern Design Centre, Abbots Hill, Baltic Business Quarter, Gateshead, NE8 3DF
MANAGED BY:	Open Product Owner

SUMMARY OF POST

- a. To translate business problems and user needs into a set of detailed requirements and acceptance criteria to deliver value and great outcomes for NEPO's users and wider stakeholders.
- b. To deliver workshops and user steering groups to effectively understand, define and document the business problems and user needs.
- c. To collaborate with product teams to agree an effective mix of epics, features & stories for each sprint.
- d. To collaborate within cross-functional teams to implement system changes and upgrades, manage the user acceptance testing process and support the transition to new processes and systems.
- e. To support commercialisation objectives by gathering, implementing and maintaining industry and contract compliance accreditations and requirements.



JOB PURPOSE

The key duties of this post will include:

- 1.1 Conduct comprehensive AS-IS process mapping to document current state processes, systems, and workflows.
- 1.2 Analyse the AS-IS process maps to identify inefficiencies, metrics, bottlenecks, and areas for improvement within existing systems and processes.
- 1.3 Collaborate with stakeholders to define the future state TO-BE process maps, incorporating process improvements and system enhancements.
- 1.4 Develop detailed business requirements, acceptance criteria and process flows, including swim lanes, process symbols and use cases to illustrate the changes and improvements between the AS-IS and TO-BE states.
- 1.5 Conduct impact analysis, including benefits, costs and return on investment for proposed product changes and enhancements.
- 1.6 Ensure planning discipline by creating, maintaining, and delivering against timelines using Kanban boards, Sprint/Timebox plans and backlog maintenance.
- 1.7 Collaborate with system design and technical teams through stand-ups and workshops to effectively implement system changes and upgrades.
- 1.8 Support UX/UI planning and design activity through the preparation and presentation of user journeys, process flows and other supporting materials.
- 1.9 Developing user acceptance test plans, scenarios, and scripts for new systems implementations. Participate in quality assurance activities, including user testing, defect tracking, and issue resolution.
- 1.10 Support change management initiatives and contribute to the development of communication plans for system implementations and upgrades. Support end-user training and to ensure a smooth transition to new processes and systems.



- 1.11 Maintain implementation documentation, including project plans, status reports, and post-implementation reviews.
- 1.12 Mapping and supporting the implementation and delivery of industry requirements such as CyberEssentials and/or ISO accreditations.
- 1.13 Support the coordination and delivery of related projects by tracking progress, managing actions, and ensuring alignment across teams.
- 1.14 Identify and escalate delivery risks, issues and dependencies, working with the Product Owner and delivery teams to support resolution
- 1.15 Prepare materials and updates for governance forums, including progress reports, risk summaries, and key decisions required.
- 1.16 Collaborate with data teams to ensure data quality, integrity, and accuracy for products and wider organisations.

Personal Disposition and Management

- 1.17 To embrace and embody NEPO's CANNY values (**C**hampion each other, **A**ccountable for actions, **N**ew ideas are shared, **N**etworking to learn and grow, and **Y**es we can).
- 1.18 To plan and organise workload to ensure effective, efficient, and timely delivery of agreed tasks to the required standard to support the overall delivery of NEPO.
- 1.19 Demonstrate high professional standards that represent NEPO in a positive and professional manner and contribute to the continuous progress and development of NEPO.
- 1.20 Build appropriate broad and professional networks to increase the influence that can be exerted on matters that concern NEPO and Member Authorities.
- 1.21 Foster close and effective relationships with colleagues and customers to deliver mutual benefits as part of a regional collaborative team.
- 1.22 Take responsibility for your own health, safety and welfare ensure that organisational health and safety policy and procedures are adhered to.



- 1.23 Take personal responsibility for continued personal and professional development and contributing to the learning and growth of NEPO.
- 1.24 Carry out other duties, engage in development activities and promote the benefits and strategy of NEPO and its services as required.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge and experience	Proven experience as a Business Analyst with a focus on systems improvement and implementation. Proven experience of working to Agile/Waterfall methodologies. Proven experience working with IT and technical teams. Proven experience working with applicable software systems such as ServiceNow, JIRA and/or equivalent. Demonstrated ability to deliver results and management multiple projects simultaneously. Strong analytical, problem-solving, and critical thinking skills Experience with change management initiatives and stakeholder engagement.	Experience with quality assurance processes, including system testing, tracking and issue resolution. Experience working within a public sector environment. Familiarity with procurement processes and systems. Experience working with eProcurement systems

Criteria	Essential	Desirable
	Excellent communication, presentation, and interpersonal skills. Proficient in Microsoft Office applications and business process mapping software such as LucidChart and/or Visio.	
Qualifications	Qualified to degree level, or equivalent, in a relevant discipline. Relevant certification in Business Analysis, such as BCS International Diploma in Business Analysis, Certified Business Analysis Professional (CBAP) or equivalent.	Relevant certification in project management, such as APMG Agile Business Analysis Foundation and Practitioner, or equivalent

ENDS