

Business Analyst

£42,403 - £45,441 (Band 11, SCP 34–37)

Full Time (37 hours per week)

Fixed Term (23 Months)

Join our team

- Are you an experienced Business Analyst interested in digital improvement and implementation?
- Do your interpersonal and communication skills mean you can effectively understand, define and document business problems and user needs?
- Do you have the right skills and knowledge to effectively collaborate between product/delivery teams and wider stakeholders?
- Are you confident in using a wide range of analysis techniques and working towards various project methodologies (including Agile/Waterfall)?

Come and join NEPO as our Business Analyst!

What you will be doing

This is an exciting role within NEPO where you'll be working as part of our Systems Team on a full-time, fixed-term basis (23 months).

Your primary focus will be Open, our new e-procurement platform, whilst also providing some support to other business areas within NEPO. Open is a first of its kind e-procurement platform, developed and built by NEPO, for use by the UK public sector. You can read more about Open at www.nepo.org/open

You'll be working closely with Version 1, our managed service provider, as well as liaising with stakeholders from North East local authorities and other end user representatives.

Working on a hybrid basis from NEPO's HQ at the Northern Design Centre in Gateshead, your role will entail:

- Identifying and preparing for the relevant accreditations for Open commercialisation.

- Evaluating current business processes and workflows ("As-Is").
- Mapping areas for improvement ("To-Be").
- Developing solutions to address issues and enhance performance.
- Facilitating communication between technical and non-technical teams.
- Conducting cost-benefit analyses and risk assessments for prioritisation.
- Monitoring and evaluating the effectiveness of implemented solutions.
- Developing user stories, use cases, and other documentation for technical teams.
- Conducting testing and quality assurance activities.

Please refer to the **Job Profile** for a full description of the role.

Essential Key Skills & Qualifications

Qualifications

- Qualified to degree level, or equivalent, in a relevant discipline.

Experience/Knowledge

- Proven experience as a Business Analyst delivering systems improvement, transformation and implementation projects.
- Experience eliciting, analysing and documenting business requirements, user stories and acceptance criteria.
- Experience facilitating workshops, stakeholder engagement sessions and user groups to identify business needs and drive consensus.
- Experience producing AS-IS and TO-BE process maps, user journeys and process documentation.
- Proven experience working within Agile delivery environments, including backlog management, sprint planning and requirements prioritisation.
- Experience collaborating effectively with technical, product and delivery teams to support the implementation of system changes and enhancements.
- Experience planning and supporting User Acceptance Testing (UAT), including the development of test scenarios, defect management and issue resolution.
- Ability to analyse business problems, identify opportunities for improvement and evaluate options, risks, costs and benefits.
- Experience supporting organisational change and user adoption activities associated with new systems, products or processes.
- Strong analytical, problem-solving and critical-thinking skills with a focus on

delivering measurable outcomes.

- Experience managing competing priorities and contributing to multiple workstreams simultaneously.
- Excellent communication, presentation and relationship management skills, with the ability to communicate effectively with both technical and non-technical audiences.
- Proficient in Microsoft Office applications and business process modelling tools such as Lucidchart, Visio or equivalent.
- Understanding of governance, risk, issue and dependency management within project or product delivery environments.
- Experience maintaining accurate documentation and reports to support delivery, assurance and decision-making.

Take a look at the **Job Profile** for a full description of the role. The Job Profile also outlines the skills, experience and qualities we are looking for.

About NEPO

NEPO is a public buying organisation, governed by the public sector, for the public sector. NEPO is designed to deliver commercial solutions that provide routes to market, unlock value, reduce procurement complexity and help organisations achieve better outcomes.

Working collaboratively with customers and suppliers, NEPO combines commercial expertise with collective buying power to deliver strategic procurement solutions across a broad range of goods, works and services. NEPO are a trusted commercial partner for the public sector and a vehicle of choice for suppliers seeking efficient, compliant access to public sector opportunities.

Through market engagement, innovation and strong supplier partnerships, NEPO help the public sector maximise value for money, manage risk and deliver lasting social and economic impact.

NEPO employees benefit from:

- Flexible working
- Access to technology that enables agile working
- Continuing professional development, including training opportunities
- Annual leave ranging from 28 to 32 days (depending on length of service), plus public holidays
- Eligibility to join the Local Government Pension Scheme
- Hybrid working model with an HQ in Gateshead's Baltic Quarter

Important dates

The deadline for applications is **Monday 17th August 2026 at 23:59.**

Interviews will be held on **Monday 24th August 2026.**

How to apply

Applications will only be accepted via <https://www.northeastjobs.org.uk>

Please ensure that your Supporting Statement demonstrates why you are suitable for the role, with clear reference to the criteria listed in the Job Profile.

For an informal discussion about the role, please contact Graham Kelly graham.kelly@nepo.org or call 07938 730634.

For further information about NEPO, please visit our website at www.nepo.org or check out our [LinkedIn](#) page.

No recruitment agencies please.