JOB DESCRIPTION

JOB TITLE: **Business Analyst**

GRADE: **Grade 5**

REPORTING TO: **Project Business Lead**

RESPONSIBLE FOR: **This role does not have any direct reports**

ROLE SUMMARY

As part of the IT Team, you will support believe housing to obtain the maximum benefit from corporate systems and that they are developed to increase business efficiency in line with corporate priorities.

Provide a leading role in project management, business analysis and best practice for the introduction, development and enhancement of corporate business systems either in use or to be used by believe housing.

Partner with key business areas to provide support and direction acting as the link between the business and IT.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review process, the points below are a summary of your main duties and responsibilities.

- Play a lead role in the delivery of business systems projects.

- Support the Project Manager with business analysis techniques and the production of project documentation to ensure objectives and outcomes are recorded.

- Provide project management and business analysis support to system implementations, changes or upgrades.

- Manage the handover of projects and changes to the Digital Systems Team and business areas, including all relevant documentation and training.

- To oversee and undertake reviews of corporate systems to ensure that they continue to meet business needs and realise efficiencies.

- Support in the development of project scope and objectives, involving all relevant stakeholders ensuring technical feasibility and efficiency.

- Build and develop relationships within Believe Housing to enable smooth delivery of projects.

- Provide a point of escalation for project related issues

- Manage suppliers and 3rd parties as required during the project lifecycle

- To actively research emerging technologies and to assess their potential business benefit to believe housing

- Working with business areas to provide Business Analysis support, including requirements gathering, process mapping and modelling.

- Undertake process reviews to identify areas for improvement and recommend potential solutions.

- Develop test scripts and test plans in conjunction with the business.

- To promote value for money and continuous improvement.

- Identify and manage internal risks to project delivery to the agreed risk management approach, ensuring that they are well communicated to all stakeholders

- Assist in embedding new ways of working across the business

- To participate in the internal and external user groups as required.

- Present oral and written reports defining plans, problems and resolutions to appropriate levels of management and when required.

- Prepare and where appropriate deliver training in relation to those duties and responsibilities identified.

- Support the Digital Systems Manager to develop and implement strategic and operational strategies and plans.

- To assist the Digital Systems Manager in ensuring the necessary procedures and policies are in place and followed to support users throughout the company in developing and implementing IT systems and applications.

- Act as Systems Champion, promoting and supporting the proactive use of IT across the business to improve the staff/customer experience and encourage users to take a more active role in IT use.

- Comply with our confidentiality and information security policies at all times.

- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.

- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	A relevant qualification in Business Analysis or Project Management, for example, Business Analysis Practice, PRINCE2, ITIL etc. or higher education equivalent Evidence of a degree or relevant experience		▪ Application Form ▪ Selection Process ▪ Pre-employment checks
Experience	Proven project management experience of leading and successfully implementing IT projects within deadlines Knowledge of Business Analysis, IT Service Management and Project Management best practice, for example, ITIL, PRINCE2, Agile etc. Experience of using and enhancing corporate systems to support business requirements and create operational efficiencies	Experience/knowledge of the housing sector and systems Experience of leading on business systems projects	▪ Application Form ▪ Selection Process
Skills/knowledge	Ability to engage effectively with staff, customers and stakeholders Ability to negotiate, influence and persuade individuals and groups Ability to analyse complex information	A good understanding of the housing sector, systems and challenges Ability to manage programmes and projects with budget Ability to manage and motivate staff positively Ability to deliver effective	▪ Application Form ▪ Selection Process

Logical approach to problem solving and resolution	training sessions	
Using own initiative plan and prioritise workload effectively and provide resolutions to problems of a varying nature		
Well organised and decisive		
The ability to work well under pressure and deal with conflicting demands		
Good research, numeracy, analytical and concentration skills		
Experience of building of effective working relationships		
Ability to adapt personal style as appropriate for working with colleagues, board members, customers and stakeholders		
Strongly self-motivated		
Commitment to customer focus		
Effective team player		
Flexible approach to working		