

JOB DESCRIPTION

JOB TITLE:	Business Analyst
GRADE:	Grade 5
REPORTING TO:	Project Manager
THEME/PRODUCT:	Connecting Data

ROLE SUMMARY

As part of the technology and digital solutions team, this role supports the organisation to gain maximum value from its corporate systems, ensuring they are developed and enhanced in line with business efficiency goals and corporate priorities. You will play a leading role in the project management and business analysis of new and existing systems, applying best practice to ensure solutions are well-designed, effectively introduced and continually improved to meet organisational needs.

Working closely with key business areas, the role acts as a critical link between the business and IT, providing support, guidance and direction to ensure technology solutions align with operational requirements. Through strong partnership working, you will ensure that corporate systems are used effectively, developed appropriately and contribute to improved ways of working across the organisation.

MAIN DUTIES & RESPONSIBILITIES

Project Delivery & Coordination

- Play a lead role in the delivery of business systems projects, supporting the successful introduction, enhancement and integration of new and existing systems.
- Support the Project Manager with business analysis techniques and the production of project documentation to ensure objectives and outcomes are recorded, maintaining clarity and traceability throughout the project lifecycle.
- Provide project management and business analysis support to system implementations, changes or upgrades, ensuring activities are delivered to time, quality and scope expectations.
- Manage the handover of projects and changes to the Digital Systems Team and business areas, including all relevant documentation and training, ensuring smooth transition into business-as-usual.

- Support in the development of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility and efficiency.
- Provide a point of escalation for project-related issues, supporting timely resolution and mitigating impact on delivery.
- Manage suppliers and third parties as required during the project lifecycle, ensuring they deliver to agreed standards and contractual expectations.
- Identify and manage internal risks to project delivery to the agreed risk management approach, ensuring that they are well communicated to all stakeholders.
- Present oral and written reports defining plans, problems and resolutions to appropriate levels of management and when required.

Business Analysis & Process Improvement

- Working with business areas to provide Business Analysis support, including requirements gathering, process mapping and modelling, ensuring solutions align to operational needs and user expectations.
- Undertake process reviews to identify areas for improvement and recommend potential solutions, supporting the organisation to streamline workflows and increase efficiency.
- Develop test scripts and test plans in conjunction with the business, conducting or supporting testing to validate system functionality and user acceptance.
- Assist in embedding new ways of working across the business, helping teams adopt improved processes and system enhancements.
- To oversee and undertake reviews of corporate systems to ensure that they continue to meet business needs and realise efficiencies.

Stakeholder Engagement & Relationship Building

- Build and develop relationships within Believe Housing to enable smooth delivery of projects, acting as a trusted partner to key business areas.
- Partner with users to ensure understanding of system capabilities, project requirements and business needs, facilitating collaboration between IT and operational teams.
- To participate in internal and external user groups as required, representing the organisation's needs and sharing best practice.

Enabling Technology & Continuous Improvement

- To actively research emerging technologies and assess their potential business benefit to the Company, making informed recommendations for innovation.
- To promote value for money and continuous improvement, identifying opportunities to optimise system use, processes and resources.

- 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.

Governance, Compliance & Operational Support

- Support the Project Manager to develop and implement strategic and operational strategies and plans, contributing to wider digital transformation goals.
- Assist the Project 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, promoting consistent and compliant working practices.

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- 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.

Essential & Desirable Criteria	Method of Assessment
Qualifications	
<ul style="list-style-type: none"> • A relevant qualification in Business Analysis or project management (e.g. Business Analysis Practice, PRINCE2, ITIL) or equivalent higher education experience. (E) • Degree or relevant professional experience. (D) 	<ul style="list-style-type: none"> • Application Form • Pre-employment checks
Experience	
<ul style="list-style-type: none"> • Proven project management experience of leading and successfully implementing IT projects within deadlines. (E) • Experience of using and enhancing corporate systems to support business requirements and create operational efficiencies. (E) • Experience of leading on business systems projects. (E) • Evidence of a degree or relevant experience. (D) 	<ul style="list-style-type: none"> • Application Form • Interview
Knowledge	
<ul style="list-style-type: none"> • Knowledge of Business Analysis, IT Service Management and Project Management best practice (e.g. ITIL, PRINCE2, Agile). (E) • A good understanding of the housing sector, systems and challenges. (D) • Experience/knowledge of the housing sector and systems. (D) 	<ul style="list-style-type: none"> • Application Form • Interview
Skills	
Technical & Analytical Skills	
<ul style="list-style-type: none"> • Analyses complex information, drawing out key patterns, risks and insights that support decision-making and practical problem resolution. • Logical approach to problem solving and resolution, applying structured methods to diagnose issues, evaluate options and recommend effective solutions. • Good research, numeracy, analytical and concentration skills, enabling accurate interpretation of data, documentation and system behaviour. • Manages programmes and projects with budget, ensuring resources are planned, monitored and controlled effectively to achieve intended outcomes. • Delivers effective training sessions, tailoring content to user needs and supporting colleagues to build capability and confidence in system use. 	<ul style="list-style-type: none"> • Application Form • Interview
Collaboration and Communication	
<ul style="list-style-type: none"> • Engages effectively with staff, customers and stakeholders, building trust and ensuring clear understanding of requirements, progress and outcomes. • Negotiates, influences and persuades individuals and groups, using evidence-based reasoning to gain buy-in and support successful change. 	

<ul style="list-style-type: none"> • Builds strong, effective working relationships, collaborating across teams to achieve shared goals and resolve challenges constructively. • Adapts style when working with colleagues, board members, customers and stakeholders, ensuring communication is appropriate, professional and accessible. • Demonstrates a strong commitment to customer focus, ensuring solutions, processes and engagement consistently support improved customer experience. 	
Behaviours	
<ul style="list-style-type: none"> • Care about the basics – you make responsible choices and protect our reputation. • Work well together – you are respectful, listen actively and proactively share information • Achieve great results – you set yourself high standards, consistently perform, and respond appropriately to feedback. • Keep improving – you identify new ways of working, adapt to change and never stop learning. • Be at our best – you are reliable and authentic, act with good intention, and understand your impact. • Make a positive difference – you contribute and actively volunteer your skills and knowledge 	<ul style="list-style-type: none"> • Interview