

Business Analyst

COO

Overview	
Role Purpose	Working with the Project managers to support the delivery of projects in the NHG programme of work through all stages from start up to implementation, and delivering them in partnership with the business
Responsible for	<ul style="list-style-type: none"> • Business analysis and requirements definition • System and user testing • Training and implementation with the business
Reports to	Lead BA (level 2) / Business Analyst level 2 (level 1)
Line management	BA level 2 to line manage BA level 1
Date	February 2020

Role relationships	
Internal	Head of Project Delivery / Project management team PMO Manager / Officer Project sponsors - Directors and Heads of Service across NHG Agile delivery teams Procurement team Communications team Broader COO directorate
External	Third party suppliers

Role accountabilities	
Business analysis	
<ul style="list-style-type: none"> • Work with the business to investigate and document business functions, processes, information flows and data structures; create accurate 'as is' and provide appropriate challenge to inform and evaluate improvements for the 'to be' processes • Work with the business to investigate and analyse operational issues and problems. Support the business to generate effective practical solutions through improvements in processes. As required, support the business to make the business case for project(s). • Use NHG project management methodologies and templates as well as working with the Project Management Office and peers to review NHG processes and incorporate industry standards/tools as needed to facilitate continuous improvement. • Support the Project Manager and/or business to identify benefits of project outcomes at the outset, clearly articulating measurable time and cost savings to be reviewed at key stages. Support the Project Manager and/or the business to 	

Role accountabilities

realise the benefits

- Maintain an awareness of relevant developing technologies and best practice in business analysis, becoming an expert in your field through study and practical experience
- Maintain an awareness of the overall programme of work, ensuring that there is no duplication of work and time efficiencies can be made across projects where possible

Requirements definition

- Gather, define and document requirements through appropriate methods, including workshops, and interviews and ensure traceability back to source. Utilise user insight and performance data to drive service re-design.
- Analyse requirements for the project and align them against business drivers and objectives for consistency, challenging as appropriate.
- Develop and document user stories to accurately convey requirements
- Support the Project Manager and stakeholders to define scope and priority of requirements, and ensure delivery of agreed outcomes. Support the use of the change control process.
- Work with the Project Manager and business staff to develop project requests and business cases for project.

Testing

- Work with the business to specify and develop agreed acceptance criteria for the improved processes/system
- Write and agree test scripts with the business.
- Manage the testing processes, ensuring that testing is well organised and appropriately resourced with minimal impact on operations.
- Document outcome of testing and work with technical staff/third party suppliers to resolve issues, and to inform the project go/no go decision

Training and implementation

- Develop and deliver quality user guides. Plan and deliver training sessions as required, taking user feedback on board where relevant for improvement
- Prepare documentation and arrange handover sessions to business as usual processes. Ensure business users are aware of the correct method to report issues, or defects as they arise.

Project management

- Manage small-scale projects in their entirety, or manage substantial work stream(s) of larger more complex projects, seeking support from other members of the Programme Team as required.
- Support Product Owners and other subject matter experts from the business who are leading projects, and deliver appropriate business analysis work streams, ensuring the lead is informed and understands all aspects of your work

Role accountabilities

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. •
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. •
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. •
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Level 2

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> • Experience of providing business analysis, requirements gathering and process re-engineering Experience of managing change in a complex business context. • Experience of organising and leading user experience forums and testing regimes. • Experience of collecting and managing complex business information to analyse it and presenting to a wide range of audiences. • Experience of supporting projects which have delivered improved services to customers (including systems or technology improvement). • Excellent communication skills with experience of presenting complex information in an easily comprehensible way and delivering high quality written reports and presentations. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of agile project management practices. • Experience of working on an IT system procurement/implementation project.

	<ul style="list-style-type: none"> • Experience and knowledge of working in the social housing sector and or housing management systems. • Experience of managing and coaching staff
Skills	<ul style="list-style-type: none"> • Excellent IT skills (including competence in MS Visio), experience of working with reporting and data systems.
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Business analysis / process improvement qualification

Level 1

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> • Experience of working on a project with involvement in requirements gathering, testing and/or implementation • Experience of collecting and managing complex business information to analyse it and presenting to a wide range of audiences. • Involvement in projects which have delivered improved services to customers (including systems or technology improvement). • Excellent communication skills with experience of presenting complex information in an easily comprehensible way and delivering high quality written reports and presentations. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of agile project management practices. • Experience and knowledge of working in the social housing sector and or housing management systems.
Skills	<ul style="list-style-type: none"> • Excellent IT skills (including competence in MS Visio), experience of working with reporting and data systems.
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Business analysis / process improvement qualification (desirable)

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> • Information Asset Administrator • Information Champion

	<ul style="list-style-type: none">• Data Steward
--	--

Role profile