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|-------------------------|-------------------------|
| <b>Job Title:</b>       | Business Analyst        |
| <b>Grade:</b>           | Grade 8                 |
| <b>Section:</b>         | PMO and Governance Team |
| <b>Reports to:</b>      | Senior Business Analyst |
| <b>Responsible for:</b> | None                    |

### The Job

Is to:

- engage with internal and external stakeholders and users to understand their needs, identifying any requirements for both short and long-term system developments, enhancements or procurements, through the analysis of business processes and translate these requirements into detailed system or software technical specifications; and
- assist the business in improving its processes, products and services through data analysis and bridge the gap between IT and the wider WDH business. Use, adopt and adapt business analysis approaches based on the work to be undertaken and selecting from plan driven or iterative or agile based approaches

### The Bigger Picture

You will:

- execute WDH's business analysis framework and apply it to projects and BAU activities alike;
- undertake the analysis, validation and communication of functional and non-functional requirements using appropriate documentation and modelling techniques.
- act as a trusted IT business partner to one or more operational business areas ensuring that their strategic and operational objectives are considered during the operation and development of WDH's business systems and services;
- ensure your activities deliver the vision and outcomes of WDH's Corporate Strategy and Digital and Technology Strategy in an effective and consistent manner;
- maintain awareness of, and compliance with, legislation, regulation and statutory obligations relevant to information systems and the social housing sector in addition to WDH policies and procedures such as those relating to finance, procurement, health and safety, risk management and employment;
- contribute to strategic and operational plans aligned to our Corporate and IT strategies in line with WDH's business planning processes;
- help to ensure that services are delivered in a cost-effective manner that ensures WDH are able to demonstrate value for money for all procured systems and services;

- be responsible for managing devolved budgets within the limits of our delegation framework and contribute to financial planning and budgetary strategies for the service to maximise income and maintain viability;
- comply with the requirements of WDH's risk management strategy, through the identification and management of risks;
- undertake any other duties commensurate with the overall purpose of the job and grade.

## The Day to Day

You will:

- deliver business analysis support to operational business areas through all phases of the project lifecycle, from scoping, business case development, analysing requirements, development or delivery, testing through to service transition and adoption
- elicit, validate and consolidate the high-level business requirements, including any significant business rules that will influence the business solution design.
- ensure that business requirements are considered during the design, development, implementation and ongoing operation of business systems;
- provide accurate and complete documentation including specifications, data or process flow charts, business cases and benefits realisation analysis;
- operate effective performance management systems capable of supporting the continual improvement of business analysis processes;
- provide operational and management information on business analysis activities and projects where necessary and as appropriate;
- liaise with other managers and departments to ensure that WDH's business systems, applications and web sites are capable of supporting changing business and customer expectations and requirements;
- deliver project related work packages to enable WDH to be a data driven organisation with the customer at the heart of everything we do and to support specific or ad-hoc business activities such as rent increases, year-end activities, data migration projects using WDH's agreed project methodology;
- be responsible for data confidentiality, integrity, availability and privacy as part of application support activities ensuring that appropriate policies and procedures are in place and upheld to address risk;
- manage third-party risk, relationships and service delivery for outsourced development activities, ensuring that service delivery meets or exceeds agreed operational and service level agreements;
- ensure that assigned work activities are planned and completed within agreed deadlines to ensure that business operational needs are met, escalating issues to the Senior Business Analyst as appropriate;
- work with internal and external stakeholders to support the development of applications, information systems and solutions;
- provide advice and guidance to stakeholders across the business on the effective use of modern business analysis methodologies and tools;
- work with other teams within the Service Area to develop and implement working procedures, training guides and other collateral required to support our internal and external customers; and

- conduct research on new information systems or platforms, methods of working, business processes etc that may contribute to the continual improvement of the systems and applications supporting WDH's strategic objectives.

**Personal Contacts:**

**Internal:** WDH colleagues at all levels

**External:** Customers, suppliers and partners at all levels

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

| <b>Personal Skill Characteristics</b>  | <b>Essential (Tick)</b> | <b>Desirable (Tick)</b> | <b>Method of Assessment (Code list below)</b> |
|--|-------------------------|-------------------------|---|
| <b>Qualifications and Training</b>   |                         |                         |   |
| A qualification at level 5 of the Regulated Qualifications Framework, such as HNC, Award, Certificate or Diploma at level 5 or equivalent. | ✓                       |                         | AF/CQ   |
| Relevant professional qualifications (e.g. BCS Agile CA, BCS Agile BA, ECBA, CCBA, CBAP) or working towards                                | ✓                       |                         | AF/CQ   |
| Project Management Qualification (e.g., PRINCE2 Practitioner, AGILE)   |                         | ✓                       | AF/CQ   |

|  |   |  |      |
|--|---|--|------|
| <b>Determination</b>   |   |  |      |
| Ability to lead on projects and organise the work required from employees and managers in different departments            | ✓ |  | AF/I |
| Significant project management experience in the Housing Sector, using a proven project management method, such as PRINCE2 | ✓ |  | AF/I |
| Ability to work under own initiative, with users and with other team members.  | ✓ |  | AF/I |
| Capable of delivering results to tight deadlines and under pressure  | ✓ |  | AF/I |
| Ability to deliver results to tight deadlines  | ✓ |  | AF/I |
| Proven experience of working in a service environment to deliver excellence in customer service                            | ✓ |  | AF/I |

|   |   |  |      |
|---|---|--|------|
| <b>Nous</b>   |   |  |      |
| Experience of working in virtual and permanent teams of business analysts in a fast-paced environment | ✓ |  | AF/I |
| Experience of service transition for new systems or enhancements to existing systems                  | ✓ |  | AF/I |
| Experience of delivering effective business analysis support to multiple simultaneous projects        | ✓ |  | AF/I |

| <b>Personal Skill Characteristics</b>   | <b>Essential (Tick)</b> | <b>Desirable (Tick)</b> | <b>Method of Assessment (Code list below)</b> |
|---|-------------------------|-------------------------|---|
| Experience of system and software testing including functional performance, regression, usability and security testing      | ✓                       |                         | AF/I  |
| Experience of working in an Agile environment (ideally using Azure DevOps) and of the project / system / software lifecycle |                         | ✓                       | AF/I  |
| Experience of the test and release lifecycle for Microsoft Dynamics 365 Finance and Operations (or other Dynamics platform) |                         | ✓                       | AF/I  |
| Experience of considering security and privacy by design and default throughout the system and software lifecycles          |                         | ✓                       | AF/I  |

| <b>Attitude</b>  |   |  |      |
|--|---|--|------|
| Ability to work on own or as part of a wider project delivery team   | ✓ |  | AF/I |
| Strong intellect with the ability to interpret relevant information, analyse complex data, review alternative solutions and come to speedy well-informed conclusions | ✓ |  | AF/I |
| Effective planning and negotiation skills  | ✓ |  | AF/I |
| Experience in communicating effectively and building effective working relationships with customers, both internal and external, and other stakeholders              | ✓ |  | AF/I |
| Ability to work with stakeholders to determine acceptable solutions using influencing and mediation to get to an acceptable solution                                 | ✓ |  | AF/I |
| Strong presentational skills and ability to promote WDH to a wide range of individuals and external contacts   | ✓ |  | AF/I |
| Committed to quality, customer service, best practice and best value in all aspects of WDH's operations  | ✓ |  | AF/I |
| Committed to the aims and ambitions of WDH and broader issues of social housing  | ✓ |  | AF/I |

| <b>Additional Requirements of the Job</b>  |   |  |   |
|--|---|--|---|
| The post holder may be required to work outside normal office hours on occasion. | ✓ |  | I |

**Key**  
AF - Application Form  
I - Interview (this may include a presentation and occupational test where appropriate)  
CQ - Certificate of Qualification