Business Analyst (Level 1 and Level 2)

Chief Information Office

Overview	
Role Purpose	Work on business process improvement initiatives. 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	• Business analysis and requirements definition • System and business acceptance testing • Training and implementation with the business • Business Process Improvement
Reports to	Business Analyst (Level 2) will report to Head of Business Analysis Business Analyst (Level 1) will report to Business Analyst (Level 2)
Line management	BA Level 2 to line manage BA Level 1
Tier	Level 1 (Tier 8) Level 2 (Tier 7)
Expectation Level	Team Manager
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

Manager / leadership criteria	
Functions	BA Level 2
Staff reports	Total:4 Direct: 4 Indirect: 0
Budget size	None
Specific designated, regulatory compliance requirements	N/A
Other key data (i.e. size of operation, units managed, size of programme etc)	Working on an average of 3 – 4 projects delivering across NHG

Role accountabilities

- 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
- Investigate and analyse operational issues and problems. Identify to the business effective practical solutions through improvements in processes and negotiate buy in from business stakeholders. 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.
- Work with 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. Work with the Project Manager and/or the business to realise the benefits. Ensure a current knowledge of relevant developing technologies and best practice in business analysis, becoming an expert in your field through study and practical experience
- Ensure a current knowledge 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
- Work with the Project Manager and stakeholders to define scope and priority of requirements, and ensure delivery of agreed outcomes. Ensure effective use of the change control process to manage these requirements.
- 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 and carry out functional re-testing as required
- Document outcome of testing, providing a test summary report and recommendations to influence the go-live decision, and work with technical staff/third party suppliers to resolve issues.

Role accountabilities

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 (following the project management framework) – Business Analyst (Level 2)
- 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
- Work with Product Owners and other subject matter experts from the business to define and deliver appropriate business analysis work streams.
- Work with the technical resources from ICT, Development Delivery Team, and external suppliers to deliver and secure project objectives.

Agile

- Provide high-quality analytical solutions for the key stakeholders
- To increase the business value, collaborate with the product owner to create the product backlog by using Agile practices
- Write and define user stories to multi-disciplinary teams and define the business-driven acceptance criteria
- Support Agile practices and encourage the improvement of service
- Participate in Agile ceremonies such as Sprint Planning, Backlog Refinement, Retrospective, Sprint Review, Daily Stand-up
- Create wireframes for features
- Liaising with SME to identify the business needs and translate into systems requirements

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.
- Teamwork – always do what's best for the team, building common ground and team spirit. Share knowledge and build on people's diverse expertise and contributions. Focus on team goals and combine different contributions to make them a reality.

Role accountabilities

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

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience) '

Essential	Desirable
Level 2 • 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 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. • Experience of Agile working practices **Level 1** • 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.	**Level 2** • Experience of working on an IT system procurement / implementation project • Experience and knowledge of working in the social housing sector and or housing management systems • Experience of managing and coaching staff **Level 1** • Experience of Agile working practices • Experience and knowledge of working in the social housing sector and or housing management systems.

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• 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.	

Skills

Essential	Desirable
Level 2 • Excellent IT skills (including competence in MS Visio), experience of working with reporting and data systems. **Level 1** • Excellent IT skills (including competence in MS Visio), experience of working with reporting and data systems.	

Qualifications and/or professional membership

Essential	Desirable
Level 2 Business analysis / process improvement qualification	**Level 1** Business analysis / process improvement qualification

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a Team Manager expectation level and therefore you should refer to the Team Manager expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.