

Business Analyst

> Corporate & People > Strategic Planning & Transformation / Change Delivery & Adoption

What's it all about

You are accountable for analysing business needs, defining clear requirements, and ensuring solutions deliver measurable benefits and improvement. You'll work closely with project managers, business stakeholders, and delivery teams to shape improvements that enhance services for residents and colleagues.

How you'll make a difference

By ensuring projects deliver real business value through accurate requirements, effective testing, and smooth implementation that supports adoption and lasting improvement.

How you'll do it

- Assessing and identifying resources and budget required to deliver the change
- Investigating, evaluating and documenting business processes working with cross functional teams
- Identifying opportunities for change and value for money by ensuring optimal use of resources, balancing cost, quality and outcomes.
- Collaborate with cross-functional teams to understand pain points, gather insights, and co-create solutions with key stakeholders.
- Gathering, defining, and prioritising requirements and user stories using workshops, interviews, and user insight, ensuring these are signed off by the project board and key stakeholders
- Producing and agreeing acceptance criteria with key stakeholders and sponsors ensuring traceability from idea to delivery.
- Planning the test phase to ensure all objectives and outcomes are delivered to the agreed acceptance criteria
- Leading testing activities to assure quality, from scripts to outcomes, working with suppliers and business leaders
- Supporting training, user guides, and handover to ensure smooth transition into business-as-usual.
- Managing small-scale projects or significant workstreams within larger programmes adhering to NHGs standard methodology
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

Behaviours for success

- **Compassionate** – understands and is sympathetic to the challenges that business users and residents face, ensuring solutions are shaped with their needs in mind.
- **Progressive** – open to using new tools, techniques, and methods of analysis to improve requirements gathering, testing, and service outcomes.
- **Dependable** – establishes a reputation for producing accurate, complete, and timely analysis that project teams can rely on.
- **Inclusive** – works collaboratively with business stakeholders, project managers, and technical teams to ensure requirements and solutions are agreed and understood by all.
- **Empowered** – confident in asking challenging questions, proposing improvements, and using evidence-based approaches to drive effective business change.

This role is at an analyst level. You may line manage junior analysts.

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Proven experience in business analysis, requirements gathering, and process improvement.
- Communication and stakeholder management
- Experience supporting testing, training, and implementation of new systems or services.
- Strong analytical skills with ability to present complex information clearly
- Excellent IT skills (e.g. MS Visio, data and reporting systems).
- Business analysis or process improvement qualification (desirable).