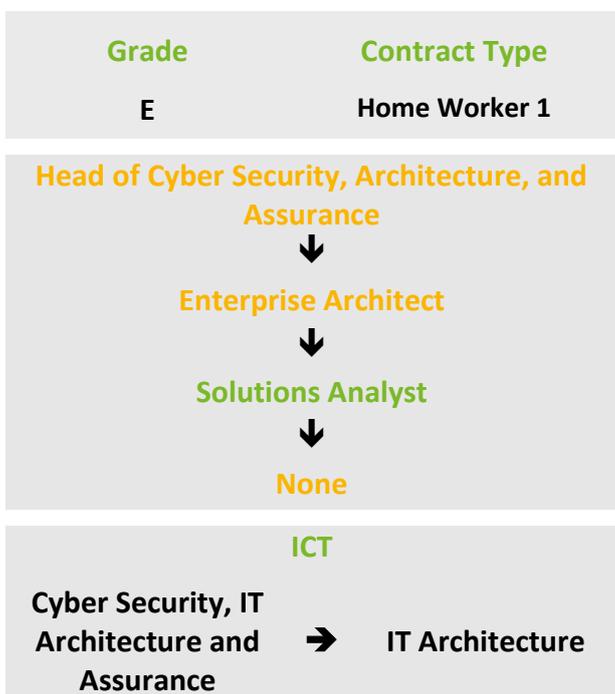


# Solution Analyst



**Role Overview**

Be a conduit for business change engaging with stakeholders from across the entire business to help identify change and improvements then participate in the design and implementation of technical solutions. You will be responsible for identifying systems, applications, and processes that will be used to achieve YHG’s objectives both on a Strategic and Tactical level.

**RESPONSIBILITIES**

- Responsible for the housekeeping of up-to-date documentation pertinent to the execution of the department and its services, e.g. BRD (Business Requirement Document), architecture landscape maps, design principles, technical design authority, solution request, POC and or Pilots.
- Lead meetings, documenting requirements, actively engaging in research and leading pilot discovery sessions / working groups and offering feedback and solutions to enhance any solution and or the successful delivery of a pilot / initiative or project.
- Help support the innovation and Research & Development needs for the Group, taking ownership of pilots and or POC’s (Proof of Concepts) approved through the governance process.
- Identifying areas for business improvement, conducting analysis, proposing redesigns of processes and services.
- Collaborate with ICT Technical Leads to ensure solution feasibility & security.
- Act as a technical expert to aid queries from the business and advise the wider ICT team.
- Build and maintain relationships with the wider business and act as a point of contact for initiating change.
- Participate and/or lead in the delivery and implementation of solutions with support from the CAAA team.
- Maintain accurate hardware & software asset data and support End of Life product planning & remediation.

**Our values**

**Honest & Reliable**

We are authentic, open and dependable; and we do what we say we'll do.

**Caring**

We show kindness and consideration to our customers and each other.

**Respectful & Fair**

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Promotes all architectural disciplines and champion architectural initiatives, supporting the alignment of the architecture strategy with business goals.
- Advise on options, risks, costs versus benefits, system impacts, and technology priorities.
- Promote Your Housing Group values
- Undertake additional duties appropriate to the role and/or grade.

## ESSENTIAL REQUIREMENTS

- ✓ Analytical Thinking and Problem Solving
- ✓ Business Acumen & Financial Literacy
- ✓ Stakeholder Management and Negotiation
- ✓ Proactive mentality
- ✓ Ability to manage software vendors and suppliers
- ✓ Communicate technical proposals to non-technical people
- ✓ Technical Proficiency and Versatility
- ✓ Adaptability and Continuous Learning
- ✓ Comfortable challenging current ways of working
- ✓ Manage own workload and priorities

## STRENGTHS

- ✓ Strong presentation and interpersonal skills.
- ✓ Analytical, problem-solving ability and attention to detail
- ✓ Strong written and oral communication skills.
- ✓ Experience working with Project Managers or Business Analysts
- ✓ Ability to work independently and as part of a project team
- ✓ Proficiency in Business Analysis Frameworks and Change Management Knowledge
- ✓ Familiar with software development environments
- ✓ Ability to present ideas in user-friendly language
- ✓ Good general IT knowledge and skills
- ✓ Experience with using diagramming and flowchart software such as Visio

## BENEFICIAL TO THE ROLE

- ✓ Understanding of Enterprise Architecture and principles
- ✓ Cybersecurity Literacy
- ✓ User Experience (UX) and Design Thinking
- ✓ Competency in a technical ICT field (Application Support/Development, Infrastructure, Networking, Data/BI, etc.)
- ✓ Bachelor's degree (or equivalent) in computer science, information systems, computer engineering, system analysis, or a related field, or equivalent work experience.
- ✓ Vendor and Contract Management
- ✓ Experience working in a SCRUM/Agile delivery environment
- ✓ Experience working within a branch of the Social Housing industry (Housing, Development, Finance, Repairs, Compliance, etc.)

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