

Business Analyst

Grade	Contract Type
E	Home Worker 1



Role Overview

To lead the design, development and implementation of end-to-end business processes aligned to a new Core system, ensuring standardisation, efficiency and minimal bespoke configuration.

The role will act as a critical link between operational teams and system capabilities, embedding scalable and sustainable ways of working across YHG.

RESPONSIBILITIES

- Review and document current (“as is”) business processes across multiple departments.
- Champion an “adopt not adapt” approach to maximise use of the off-the-shelf system through building optimised (“to be”) processes aligned to the capabilities of the new system.
- Ensure processes are standardised, efficient, and minimise the need for system customisation through developing clear, structured operational process documentation suitable for business adoption.
- Take a whole system view of processes, ensuring alignment and efficiency across departments.
- Identify upstream and downstream impacts of process changes.
- Continuously refine processes as implementation progresses across functions.
- Work closely with IT and system implementation partners to ensure business processes align with system functionality.
- Monitor effectiveness of newly implemented processes and refine as needed.
- Engage with stakeholders at all levels to understand requirements and drive adoption.
- Confidently challenge existing ways of working and manage resistance to change,

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

- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Systems thinker
- ✓ Resilient and confident
- ✓ Pragmatic
- ✓ Analytical and problem solving
- ✓ Collaborative
- ✓ Detail oriented with strategic awareness

ESSENTIAL REQUIREMENTS

- ✓ Experience writing clear, user friendly operational process documentation.
- ✓ Strong stakeholder management and influencing capability. Ability to manage, challenge, pushback constructively.
- ✓ Experience working with system implementations (ERP, CRM, Housing systems etc).
- ✓ Demonstrable experience working across multiple departments/functions.
- ✓ Strong ability to translate business needs into structured processes.
- ✓ Proven experience designing and implementing business processes in a transformation or system implementation environment.

BENEFICIAL TO THE ROLE

- ✓ Experience in the Housing sector
- ✓ Experience working with off-the-shelf system implementations with minimal customisation

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