

Lead Business Analyst

Grade

D

Chief Information Officer



Head of Business Change



Lead Business Analyst



Business Analysts

Department

Business Change & Transformation



Business Change

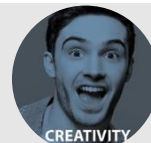
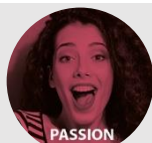
Role Overview

Lead the Business Analysis function and team to develop an integrated view of the organisation using a repeatable approach, cohesive framework and industry best standards techniques; provide detailed solutions and redesigning processes to improve quality, productivity and drive change across the Your Housing Group.

RESPONSIBILITIES

- Align strategic goals and objectives with decisions relating to products and services, partners and suppliers, Group, capabilities and key business and IT initiatives.
- Lead, mentor and motivate a team of Business Analysts to deliver an outstanding service to stakeholders that drives business change across a range of programmes and projects, managing complex project team resources.
- Work with colleagues and stakeholders to investigate and redesign business functions, processes and systems using best practice business analysis techniques to provide detailed solutions for service improvement.
- Lead for the business analysis professional community and complex projects, with responsibility for division of work to other resources.
- Conduct effective analysis, at a strategic level, ensuring that stakeholder perspectives are understood, and recommended solutions are aligned and agreed.
- Ensure all business change and transformation projects are delivered to the agreed timescales and to the approved budget or better and to the agreed quality and acceptance criteria.
- Ensure the development and delivery of effective and fit for purpose methodologies, tools and templates to enable effective business change; ensuring most up to date methodologies are used.
- Maintain a library of up-to-date documentation on customer journey, process maps and other associated artefacts (capability maps etc) that support business analysis across the organisation.

Our values



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- Contribute to service improvement and the continuous improvement of the Business Change and Programme Delivery service using available data and service intelligence.
- Development, coaching and mentoring of colleagues, in all disciplines of the Business Analysis methodology.
- Undertake additional duties appropriate to the role and/or grade.

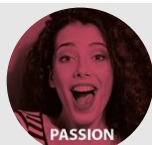
STRENGTHS

- ✓ Ability to plan and facilitate workshops engendering contribution and ownership of solutions
- ✓ Ability to work proactively in a continually changing work environment and with conflicting priorities
- ✓ Excellent investigative techniques and ability to analyse findings to generate effective solutions
- ✓ Excellent customer service skills and demonstrate strong customer focus throughout process design
- ✓ Competent use of IT; MS Office, Project
- ✓ Ability to lead service improvement approaches ensuring a shared understanding of design principles leading to development and implementation of innovative improvements in business operations
- ✓ Ability to secure results through negotiation, persuasion and influence at all levels, communicating appropriately with a range of stakeholders at a number of levels
- ✓ Excellent communication skills, importantly, able to make technical requirements easy to understand
- ✓ Effective people management skills, with the ability to lead, motivate, develop and performance manage others effectively
- ✓ Excellent influencing skills, at all levels

ESSENTIAL REQUIREMENTS

- ✓ Excellent knowledge of IT and solutions best practice
- ✓ Knowledge and experience of project and programme management
- ✓ Experience of using technology to improve process
- ✓ Experience of service re-design and Business Process Re-engineering methodologies
- ✓ Strategic options appraisal and business analysis to inform programme identification and definition
- ✓ Knowledge of lean system thinking and other service improvement methodologies
- ✓ Extensive understanding of key business analysis tools and methods including, problem definition, process analysis, solution design, requirements elicitation, stakeholder analysis, and implementation and control techniques
- ✓ Experience of motivating, developing and managing direct reports and colleagues through matrix management

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ESSENTIAL REQUIREMENTS

- ✓ Experience of process modelling, using BPMN and MS Visio
- ✓ Degree, professional qualification and / or equivalent level of experience
- ✓ Substantial experience of working in a business change/business analysis role delivering projects in a complex environment
- ✓ BCS Diploma in Business Analysis Practice and Lean Six Sigma Green belt accredited

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Experience working on large scale business architecture programmes, including exposure to capability models and value streams

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