

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Business Analyst	Lead Business Analyst	Business Change & Transformation	Business Change	E

<p>Job Purpose:</p> <p>Support the delivery of service improvements using the tools, techniques and methods agreed, to enable effective business analysis and change for projects commissioned through the Business Change team as a business analyst professional. Participate in the wider development and management of the Business Change and Programme Delivery function and best practice delivery of business analysis across Your Housing Group (YHG).</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Ensure business analysis aligns to the business and the strategic objectives of the organisation.
2. Ensure alignment with business change design principles.
3. Translate an in depth understanding of business needs, into specific business analysis requirements and delivery.
4. Ensure effective business analysis delivery to a high standard as defined by the target operating model and Business Analysis Framework.
5. Responsible for business analysis to support the delivery of effective business change, ensuring work packages are comprehensively planned, realistic, efficiently resourced and deliver agreed benefits.
6. Support the development of effective and fit for purpose business analysis methodologies, tools and documentation.
7. Support and contribute to service development and improvement within YHG.
8. Support the continuous improvement of the Business Analysis Framework.
9. Ensure the cost efficient and effective use of all resources used in the development and delivery of business analysis and projects within own control, ensuring delivery is accurate, timely and based on the Business Analysis Framework and methodology.
10. Contribute to building effective teams, team working and effective relationships internally and with 3rd parties.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Understanding of the project management lifecycle. • Process improvement methodologies, tools and techniques • Knowledge of data collection, recording, data analysis and interpretation using quantities and qualitative methods • Effective planning and scheduling of activities and cost options appraisal development to support business case development 	
Skills	<ul style="list-style-type: none"> • Demonstratable business analysis skills and strong problem solving ability • Effective interpersonal skills, with the ability to work well with people at different levels and across organisational boundaries • Ability to influence and motivate, where there is reluctance to change • Ability to work proactively in a continually changing work environment and with conflicting priorities • Ability to plan and facilitate workshops engendering contribution and ownership of solutions • Ability to motivate teams and working groups to achieve desired outcomes • Strong written and verbal communication skills • Good IT awareness, knowledge of IT and solutions best practice. 	

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent customer service skills, with strong customer focus throughout project delivery • Competent use of IT; MS Office, Project, Visio. 	
Experience	<ul style="list-style-type: none"> • Strong practical experience of working in a business change or project environment. • Successful track record in undertaking a business analysis role, delivering successful business change outcomes. • Experience of business process and value stream mapping. • Demonstrable experience of supporting the delivery of medium/large scale projects as part of a project team. • Experience in preparing clear, concise reports, papers and briefings. • Experience of stakeholder consultation, participation and engagement methods. • Experience of managing and influencing key stakeholder relationships at a Service and Team level 	
Qualifications/Education	<ul style="list-style-type: none"> • A level standard, professional qualification and / or equivalent level of experiential learning • BCS (British Computer Society) Certificate in Business Analysis or studying towards this qualification 	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. Demonstrate credibility as a Business Analyst, providing high levels of Customer Service and satisfaction 2. Deliver key business analysis deliverables on or before deadline 3. Produce and disseminate quality key business analysis artefacts and documentation 4. Utilising the IIBA / BABOK Competency Framework, demonstrate key Business Analysis knowledge areas throughout assignments at the appropriate proficiency level

Date Role Profile Created/Updated:	April 2020
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