|  |  |  |  |
| --- | --- | --- | --- |
| **Job Description** | | | |
| Job title: | Business Analyst | Location: | Across the Business |
| Responsible for: | N/a | Responsible to: | Change Manager |

|  |
| --- |
| **Overview of the role** |
| The Business Analyst will play a pivotal role in bridging the gap between the current operating model and the target operating model. You will support the Innovation team by working with the business to gather and elicit requirements to ensure we understand root causes, our needs, and objectives.  Key responsibilities include gathering and documenting requirements, re-engineering business processes for improved efficiency, and collaborating with various departments to ensure changes are successful.  The role will work on both strategic projects, task forces as well as working directly with individual teams to identify opportunities to create a leaner organisation through improved efficiencies and effectiveness. |
| **Main responsibilities and accountabilities**  Details on the main responsibilities and accountabilities of the Business Analyst role are provided below.  **Leadership**   * Work to embed Plus Dane’s purpose, mission, and chosen organisational culture. * Consult with and influence and build relationships with key stakeholders. * Mentoring and ensuring best practice development in gathering, analysis and delivery business and technology requirements including standardisation through templates and consistent repetitive process.   **Strategy**   * With the Head of Innovation assist with the development and successful implementation of strategies, business and financial plans in the function. * Shape the service to meet the needs of customers, stakeholders (internal and external) and other opportunities.   **Performance management**   * Drive sustained performance across Plus Dane. * Assist on initiatives to deliver business improvements within the function. * Promote a customer and performance focused culture within the teams. * Work with the Change Manager to review and analyse benefits realisation * To work closely with the leadership team to prioritise work and deliver a valued added approach across   **Finances, budgets and resources**   * Ensure all Plus Dane’s assets and resources are used efficiently and effectively and delivered in line with the Value for Money Strategy. * Identify efficiencies and effectiveness through their work with the business.   **Governance**   * Ensure that Plus Dane operates within all regulatory guidance, statutory and legislative requirements. * Ensuring processes and procedures generated are developed to the agreed standard and format.   **Management**   * Encourage and promote cross functional working between teams across Plus Dane. * Effective communication and relationship management by liaising with various departments ensure that all stakeholders are engaged and informed throughout the project lifecycle. * Work with the Change Manager to review and analyse benefits   **Functional**   * Identifying and documenting the needs of various stakeholders. This involves conducting interviews, workshops, and surveys to gather detailed requirements that will inform project planning and execution. * Analysing and redesigning business processes to improve efficiency and effectiveness. * Identify areas for improvement and implement changes that streamline operations. * To work with the digital and innovation teams, and act as the link to the business for documenting requirements, workflows, etc. * Collecting, understanding, and transmitting the business requirements for functional areas of the business, and translating these into specifications and detailed test plans.   **Other**   * Provideexpertprofessional advice to the Executive Team, other directors and staff as required. * Ensure all work is aligned to the vision, mission and values of Plus Dane. * Ensure that all functional strategies, policies, processes and guidance notes are up to date and in line with best practice / current legislation.   Carry out all other duties as may be reasonably assigned from time to time, with the level of this job description. |

|  |  |
| --- | --- |
| **Key contacts** | |
| The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below. | |
| Key internal contacts are:  Directors  Senior Managers / Heads of Service  IT Team  Business Intelligence Team  Finance Team | Key external contacts are:  Suppliers  Contractors  Auditors |

|  |  |
| --- | --- |
| **Person Specification** | |
| Job title: | Business Analyst |

|  |  |
| --- | --- |
| **Area** | **Requirements (E) Essential / (D) Desirable** |
| Education | * Professional qualification e.g. ISEB Diploma in Business Analysis (D) * Educated to Degree level or equivalent post graduate qualifications or equivalent level experience (E) |
| Experience & knowledge | **Has experience of:**   * Process mapping tools and techniques to capture As Is and To Be requirements and provide gap analysis. (E) * Running and facilitating workshops. (E) * Stakeholder management. (E) * Coaching business users to support production of Business requirements, business cases and process documents. (E) * Working in teams implementing new systems and processes, ensuring that they are integrated smoothly into the existing business environment. (E)   **Has knowledge of:**   * The political agenda / current operating environment for social housing providers the housing and related markets (D) * Conducting user acceptance testing, training staff, and providing ongoing support. (D) |
| Personal qualities | **Able to:**   * Lead by example * Think commercially and provide strategic business insight * Think strategically and solve complex problems (D) * Represent and promote Plus Dane * Influence others * Confidently make decisions * Adopt a practical approach to achieve the required results   **Has:**   * High personal integrity and a strong focus on personal accountability to deliver effective outcomes * Excellent communication and negotiation skills * Excellent written, verbal and numerical skills   **Is:**   * Self-motivated * Performance driven * Approachable, personable, able to form positive relationships * Able to provide timely and accurate information to help manage internal and external customer expectations |

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.