

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	IT Business Analyst (BA)	Directorate	F&CS
Reports To	AD IT/Digital Services	Section	IT/Digital Services
Post Reference	HR complete	Grade	16

Purpose of the Role

The Regulator of Social Housing has been through a period of significant growth to meet the demands of our expanded regulatory remit, and this has led us to review how we can get the most out of our business processes. This role will play a key part in helping us to re-evaluate our business processes, identify workflow processes, and help us to ensure we're making effective use of digital technology.

The IT and Digital Services team is responsible for the efficient and effective development, delivery and continuous improvement of Digital Services. The IT and Digital Services team is currently a small team consisting of the Assistant Director (AD) of IT and Digital Services and a Digital Officer, with plans to grow over the coming months. The Business Analyst will be a key liaison between business stakeholders and the technical team, translating business requirements into actionable insights and solutions.

The post holder will work within the IT/Digital team and focus initially on the evaluation of Digital processes such as M365 Dynamics. They will also work closely with the RSH Project Management Office (PMO) and provide business analysis support to other projects across the organisation as needed. The role will also support the PMO office in a multi-disciplinary team approach to ensure that all RSH project requirements for BA support is adequately resourced. The BA will be responsible for determining and implementing future requirements through the analysis and review of systems and processes including input into detailed design phases for projects as well as identifying areas of improvements and efficiencies leading through to a business case recommendations.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Undertake comprehensive reviews of business systems and processes initially focussing on the Microsoft Dynamics 365 platform
2. Develop recommendations regarding processes improvements based upon business process reviews and support end-users to embrace any change by producing user acceptance testing plans
3. Support change management efforts by assessing the impact of proposed changes on existing processes
4. Design and document workflows to enhance the effectiveness of our use of business processes.
5. Working with process owners document all business processes and update as needed in collaboration with the relevant teams
6. Develop business change plans and input into related business cases as required
7. Working closely with process owners facilitate the change from “as is” to “future” state
8. Review and document risks associated with the “as is” position and identify mitigations that may then need to change proposals
9. Horizon scan new ways of working to improve business processes within RSH
10. Analyse, design and prioritise business processes to improve business operations and services
11. Support the implementation of proposed business improvements leading to operational efficiencies
12. Developing strong working relationships with colleagues across RSH to ensure that business processes are incrementally improved over time to ensure that RSH has optimised its business
13. Engage with staff at levels within RSH to develop and agree key deliverables and ensure that business changes are put in place on time and within any cost envelop assigned
14. Provide support to the members of the IT and digital team to assist in facilitating the smooth running of services as required
15. Develop and maintain reports and dashboards to ensure successful project delivery within scope, budget and timelines

Working Relationships and Contacts

External Relationships:

- IT service providers, MHCLG

Internal Relationships:

- IT/Digital Team
- Director of Corporate Services -PMO Head of Projects
- Other teams as required by project work

Core job skills

Qualifications, knowledge, skills and experience

- Degree in a relevant business or technical subject, or equivalent relevant work experience
- Excellent organisation and record keeping skills, with a strong eye for detail

Core job skills

- Strong administration skills, with knowledge and experience of working within in a complex environment, with excellent organisation and record keeping skills, with a strong eye for detail.
- Strong analytic and problem-solving skills with the ability to analyse complex processes, identify patterns and provide actionable insight or improvements
- Experience in the use of Business Intelligence tools for reporting, e.g. Power BI,
- Self-motivated, critical thinker with a proactive approach and the ability to plan and manage competing demands, coordinating and delivering a range of simultaneous tasks and activities.
- Knowledge of Business Modelling, mapping, change and analysis
- Ability to work in a collaborative manner in a multi-disciplinary team setting including managing a range of activities to produce plans for the project teams
- A comprehensive understanding of Information technology and its benefits for an organisation
- Able to work in a complex and pressurised environment and prioritise planned an unplanned task
- A good understanding of data protection/GDPR and the application of this within the workplace.
- Excellent written communication skills, with the ability to draft communication and minutes clearly
- Strong verbal communication skills, with the ability to develop relationships and communicate with a broad range of people at all levels of an organisation
- Good IT skills, with the ability to use a range of Microsoft Products such as Excel, Word and PowerPoint
- Ability to determine and implement future requirements or improvements by analysing system and business processes
- Identify efficiencies as a result of business process changes or mapping
- Ability to prioritise planned and unplanned work as it arises

Desirables

- BCS, ECBA,CCBA or equivalent certification
- Knowledge or experience of working within the public sector or a regulatory environment
- Able to utilise Agile methodology
- Experience with process improvement methodologies (e.g. Six sigma, Lean)

General Responsibilities

- To adhere to RSH's equality and diversity and equal opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with RSH Data Protection Polices and adhere to RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.