Business Analyst (Change and Transformation)

Housing Plus Group

Job description – Business Analyst (Change and Transformation)

Reporting to the Senior Business Analyst (Change and Transformation)

People responsibility: None

Work Location: Hybrid (Home/Office)

Summary of role:
This role plays an integral part in delivering business and technology change across the organisation by eliciting requirements, supporting solution design, improving business processes and ensuring successful implementation of new systems and services.

This enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Gather business and technical requirements for projects and change initiatives.
- Work with project managers, stakeholders, system owners and end users to define business requirements.
- Maintain requirements traceability and documentation throughout the project lifecycle, providing continuity for the project team and ensuring information remains visible and delivery remains aligned to agreed business needs and scope.
- Facilitate solution design workshops and translate requirements into workable solutions.
- Produce business analysis artefacts including requirements, process maps and use cases.
- Develop and maintain assurance reporting to monitor implementation progress, track key delivery metrics and highlight exceptions, risks and areas of concern.
- Support testing activities including user acceptance testing.
- Provide post implementation support and continuous improvement activities.

Additional responsibilities:

- Financial responsibility: Supporting management of project-related supplier or internal spending and consulting with the business on project costs.

- Health and Safety: Follow Group Health and Safety policies and procedures.

- Data Protection: Follow data protection principles and GDPR requirements.
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No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Business Analyst:

- Business Analysis qualification preferred or significant relevant experience (3+ years).
- Experience working within regulated environments.
- Experience of Agile, Waterfall or Prince2 methodologies.
- Experience producing requirements, process maps, use cases and other business analysis artefacts.
- Strong analytical and problem-solving skills, with the ability to identify root causes, evaluate options and recommend practical solutions.
- Confident in eliciting, capturing and validating requirements through workshops, interviews, stakeholder engagement and process reviews.
- Ability to simplify complex business and technical information and present it in a clear, concise and audience-appropriate manner.
- Strong communication, facilitation and presentation skills, with experience engaging stakeholders at all levels of the organisation.
- Ability to build effective relationships and challenge constructively to ensure the right outcomes are achieved.
- Highly organised with the ability to manage competing priorities and work across multiple initiatives simultaneously.
- Strong attention to detail while maintaining a focus on strategic business objectives.
- Proficient in the Microsoft 365 suite, particularly Excel, Visio and PowerPoint, with the ability to analyse data, create process maps and deliver engaging presentations.
- Ability to communicate effectively with both business and technical audiences and act as a bridge between the two.
- Demonstrates curiosity, initiative and a continuous improvement mindset.

Additional specialist skills and qualifications to be successful in this role:

- Business Analyst qualification (Desirable)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Business Analyst.

You will be required to complete continuous professional development, to further support your role and the Group.