

Business Analyst

Grade:	Grade 8
Section:	PMO team
Reports to:	Business Change Manager

About the Job

- Engage with internal and external stakeholders and users to understand their needs, identifying any requirements for both short and long-term system developments, enhancements or procurements, through the analysis of business processes and translate these requirements into detailed system or software technical specifications.
- Assist the business in improving its processes, products and services through data analysis and bridge the gap between it and the wider Vico Homes business. Use, adopt and adapt business analysis approaches based on the work to be undertaken and selecting from plan driven or iterative or agile based approaches.

You'll be trusted to

- Collaborate with stakeholders to ensure solutions align with strategic goals.
- Support change initiatives through documentation, stakeholder engagement, and training.
- Execute Vico Homes's business analysis framework and apply it to projects and BAU activities alike.
- Undertake the analysis, validation and communication of functional and non-functional requirements using appropriate documentation and modelling techniques.
- Ensure your activities deliver the vision and outcomes of Vico Homes's Corporate Strategy and Digital and Technology Strategy in an effective and consistent manner.
- Maintain awareness of, and compliance with, legislation, regulation and statutory obligations relevant to information systems and the social housing sector in addition to Vico Homes policies and procedures such as those relating to finance, procurement, health and safety, risk management and employment.
- Contribute to strategic and operational plans aligned to our Corporate and IT strategies in line with Vico Homes's business planning processes.
- Help to ensure that services are delivered in a cost-effective manner that ensures Vico Homes are able to demonstrate value for money for all procured systems and services.
- Comply with the requirements of Vico Homes's risk management strategy, through the identification and management of risks.
- Deliver business analysis support to operational business areas through all phases of the project lifecycle, from scoping, business case development, analysing requirements, development or delivery, testing through to service transition and adoption.

- Elicit, validate and consolidate the high-level business requirements, including any significant business rules that will influence the business solution design.
- Ensure that business requirements are considered during the design, development, implementation and ongoing operation of business systems.
- Provide accurate and complete documentation including specifications, data or process flow charts, business cases and benefits realisation analysis.
- Operate effective performance management systems capable of supporting the continual improvement of business analysis processes.
- Provide operational and management information on business analysis activities and projects where necessary and as appropriate.
- Liaise with other managers and departments to ensure that Vico Homes's business systems, applications and web sites are capable of supporting changing business and customer expectations and requirements.
- Deliver project related work packages to enable Vico Homes to be a data driven organisation with the customer at the heart of everything we do and to support specific or ad-hoc business activities such as rent increases, year-end activities, data migration projects using Vico Homes's agreed project methodology.
- Be responsible for data confidentiality, integrity, availability and privacy as part of application support activities ensuring that appropriate policies and procedures are in place and upheld to address risk.
- Ensure that assigned work activities are planned and completed within agreed deadlines to ensure that business operational needs are met, escalating issues to the Senior Business Analyst as appropriate.
- Work with internal and external stakeholders to support the development of applications, information systems and solutions.
- Provide advice and guidance to stakeholders across the business on the effective use of modern business analysis methodologies and tools.
- Work with other teams within the Service Area to develop and implement working procedures, training guides and other collateral required to support our internal and external customers.
- Conduct research on new information systems or platforms, methods of working, business processes etc that may contribute to the continual improvement of the systems and applications supporting Vico Homes's strategic objectives.
- Undertake any other duties commensurate with the overall purpose of the job and grade

Who you'll work with:

Internal: Vico Homes colleagues at all levels

External: Customers, suppliers and partners at all levels

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at level 5 of the Regulated Qualifications Framework, such as HNC, Award, Certificate or Diploma at level 5 or equivalent or working towards	✓		AF/CQ
Relevant professional qualifications (e.g. BCS Agile CA, BCS Agile BA, ECBA, CCBA, CBAP) or working towards	✓		AF/CQ
Ability to lead on projects and organise the work required from employees and managers in different departments	✓		AF/I
Ability to work under own initiative, with users and with other team members.	✓		AF/I
Capable of delivering results to tight deadlines and under pressure	✓		AF/I
Ability to deliver results to tight deadlines	✓		AF/I
Proven experience of working in a service environment to deliver excellence in customer service	✓		AF/I
Experience of service transition for new systems or enhancements to existing systems	✓		AF/I
Experience of delivering effective business analysis support to multiple simultaneous projects	✓		AF/I
Experience of system and software testing including functional performance, regression, usability and security testing	✓		AF/I
Ability to work on own or as part of a wider project delivery team	✓		AF/I
Strong intellect with the ability to interpret relevant information, analyse complex data, review alternative solutions and come to speedy well-informed conclusions	✓		AF/I
Effective planning and negotiation skills	✓		AF/I
Experience in communicating effectively and building effective working relationships with customers, both internal and external, and other stakeholders	✓		AF/I
Ability to work with stakeholders to determine acceptable solutions using influencing and mediation to get to an acceptable solution	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Strong presentational skills and ability to promote Vico Homes to a wide range of individuals and external contacts	✓		AF/I
Committed to quality, customer service, best practice and best value in all aspects of Vico Homes' operations	✓		AF/I
Committed to the aims and ambitions of Vico Homes and broader issues of social housing	✓		AF/I
The post holder may be required to work outside normal office hours on occasion.	✓		I
Project Management Qualification (e.g., PRINCE2 Practitioner, AGILE)		✓	AF/CQ
Significant project management experience in the Housing Sector, using a proven project management method, such as PRINCE2		✓	AF/I
Experience of working in virtual and permanent teams of business analysts in a fast-paced environment		✓	AF/I
Experience of working in an Agile environment (ideally using Azure DevOps) and of the project / system / software lifecycle		✓	AF/I
Experience of the test and release lifecycle for Microsoft Dynamics 365 Finance and Operations (or other Dynamics platform)		✓	AF/I
Experience of considering security and privacy by design and default throughout the system and software lifecycles		✓	AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification