Job Description

Job Title: Business Analyst

Reports to: Head of Operations & ICT

Department: IT

The role: The role will be responsible for the review of business processes in order to gain a full understanding of all current processes, identify improvement opportunities and document those processes. As a Business Analyst, the role will facilitate the further implementation and development of CRM and the Website / Webportals. This role is expected to map processes, define user stories, create success criteria and assist with solution design and delivery.

Key Competencies for the role:

Competency title	Brief description
Communication skills	Internal and external written, telephone and face to face communication to internal staff and external suppliers.
Customer service	Both internal and external. Rapport building, listening and interpretation, fact finding, understanding needs and negotiation. Maintain positive internal relationships.
Presentation skills	Present new CRM solutions to varied audiences.
Time and self-management	Organisation and prioritisation, working to deadlines, taking ownership and accountability for own area.
Helping others	Training and developing others. Mentoring.
Innovation & Creativity	Generating solutions / continuous improvement initiatives.
Understanding of the organisation	Understanding of the group vision. Understanding the business processes in relation to technology usage. Understanding data usage.
Problem Solving	Ability to investigate and provide suitable solutions to problems.
Change Management	Recognise the need for change and the impacts of change to both individuals and teams. Be able to communicate the requirements for change and maintain ongoing communications on implementation and delivery. Be able to work with staff to understand their concerns and issues and recognise and implement relevant and appropriate support.
Analytical & Logic Skills	Ability to accurately interpret & analyse data.

Key Responsibilities:

- Develop and monitor plans to create deliverables on assigned projects or small changes.
- Create and maintain process maps.
- Generate Data Flow Diagrams.
- Capture and create use cases and understand agile requirements capturing and Epics
- Facilitate communication between various stakeholders.
- Identify improvement opportunities to current processes.
- Contribute to business objectives and strategies.

Person specification:

- Strong customer-service orientation.
- Excellent written and oral communication skills.
- Ability to communicate in both technical and user-friendly language.
- Ability to conduct research into application issues and products.
- Highly self-motivated, and with keen attention to detail.
- Able to prioritise and execute tasks in a fast-moving high-pressure environment.
- Able to work both independently and as part of a team.
- Demonstrable analysis skills.
- Poses well developed investigative skills.
- Strong interpersonal skills, including the ability to negotiate effectively.
- Strong understanding of both business context and technology.

Experience and qualifications:

- Diploma in Business Analysis will be advantageous.
- Project management skills and exposure to project-based work structures.
- Knowledge of data protection regulations and practices.