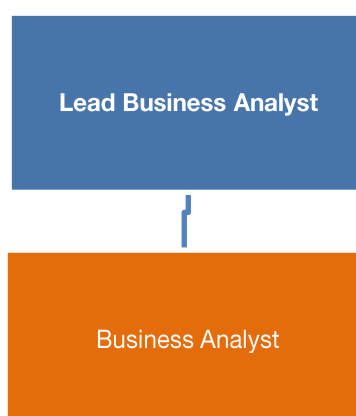


Business Analyst

DIRECTORATE:	Corporate Services
SECTION:	Information Technology
REPORTING TO:	Lead Business Analyst
CONTRACT:	1 year



WORKING RELATIONSHIPS:

Inside Diabetes UK

- Heads of Teams and managers
- Fundraising, engagement, and marketing teams
- Marketing Communications
- National and regional staff
- Information Technology/Digital
- Information Governance

Outside Diabetes UK

- Fulfilment agencies, Marketing agencies
- Third party vendors
- Managed service provide

OVERALL PURPOSE OF THE JOB

We're looking for a Business Analyst with an analytical mind and proven technical and stakeholder management skills. The suitable candidate would be the conduit between the business and the development team. They will achieve this through seamless communication with both technical and non-technical stakeholders and through building relationships with the business – they will ensure business needs are well understood and documented.

The Business Analyst will drive continuous process improvement both within IT and across other business functions. They should possess excellent organisational and communication skills and be able to take into consideration different stakeholder perspectives, negotiate successfully with key stakeholders to reach a consensus and define options for solutions having weighed the impact of such options.

The successful candidate will join a friendly and customer focused IT team and will be instrumental in ensuring the success of transformation and change projects.

The Business Analyst role is responsible for:

- Eliciting and documenting business requirements using various techniques including workshops, interviews, brainstorming sessions.
- Documenting 'As Is' processes and systems using BPMN or other modelling tools and working closely with the business to create 'To Be' processes/systems.
- Assessing project briefs and creating the project scope documentation.
- Analysing current solutions and producing documents that help to define the components of the solution design.
- Maintaining a detailed working knowledge of the technical and functional aspects of the business analysis work.
- Creating test cases and testing the solution against documented requirements.

MAIN DUTIES AND RESPONSIBILITIES:

- Assess project briefs and decide best plan of action to elicit requirements; including identifying key stakeholders and business analysis techniques to deploy.
- Analyse and decompose feature specifications and create/maintain artefacts to enable effective and efficient development of solutions.
- Create technical diagrams and Process Models to support requirement and scope documentation.
- Gain and document background material on the task at hand and work with the Lead Business Analyst to plan Analysis work.
- Ensure that all product and project documentation are accurate and sufficient and that changes to requirements are properly managed and communicated to all relevant parties.
- Manage and support requirements gathering; process analysis; gap analysis; design of solutions and product testing.
- Provide weekly report to the Lead BA on the progress of Analysis work.
- Analyse complex business scenarios to distil and document the accompanying data flows
- Embrace Diabetes UK volunteering activities through involving volunteers in your work and own participation through active volunteering within Diabetes UK.

PERSON SPECIFICATION:

- Ability to challenge current practice in a constructive and collaborative manner.
- Able to grasp Diabetes UK strategy and business objectives, and understand how the different activities across the charity work to deliver the overarching objectives and business strategy.
- Able to document and design test cases and test solutions.
- Significant technical understanding of Business Analysis frameworks, value cycles, business processes, business requirements and UAT methodologies.
- Excellent understanding and knowledge of Business Analysis techniques including usecase modelling, CATWOE, standard business process mapping.
- Proven ability to integrate well into a team and build relationships well with stakeholders.
- Creative individual, willing to think innovatively and come up with solutions to complex issues
- Customer-focussed and able to adapt to suit changing requirements.
- Ability to breakdown and communicate technical information to a non-technical audience.
- Demonstrate a high level of professionalism and effectively manage working relationships.

The best person for this job will have experience in:

- Requirements gathering, process mapping / design, gap analysis.
- Proven experience of creating test cases and testing solutions
- Fundraising/marketing within the not-for-profit/charity sector (Desirable)
- Good understanding of data protection regulations and law
- Knowledge of SharePoint or experience of working on a SharePoint Project (Desirable)

The best person for this job will have:

- A natural flare for business analysis
- Analytical mind set and a 'keep it simple' philosophy
- Customer approach and ability to complete tasks in a timely manner
- Relevant Business Analysis qualification