

**Job Title** – Information Systems Business Analyst

**Key focus of the role**

Reporting directly into the Information Systems and Engagement Manager and working closely with the Information Systems team, this role offers the opportunity to develop best practice and support decision making in a busy environment. You will produce definitions of customer requirements and collaboratively create specifications and acceptance criteria, ready for the development and deployment of solutions or new processes into operation.

**Key deliverables**

- Deliver business requirements and scoping documentations to agreed timescales and drive the analysis phase of projects.
- Map and document business processes and engage with key stakeholders to agree on business process improvements.
- Review, assist in the recommendations and plan for delivery of changes to IS systems and supporting processes that will have a positive impact on our internal and external customer experience.
- Support the project delivery process, ensuring that risks and issues are raised and mitigated, actions and decisions are logged, and that deliverables match requirements.
- Support the development of a culture of excellent customer service within the IS team.

**Contractual information**

- **Contract type:** 12 month fixed-term contract
- **Hours:** 35 (full-time)
- **Band:** 5

**Key working relationships internal**

IT, Engagement and Fundraising, Customer Contact Centre, and Operations.

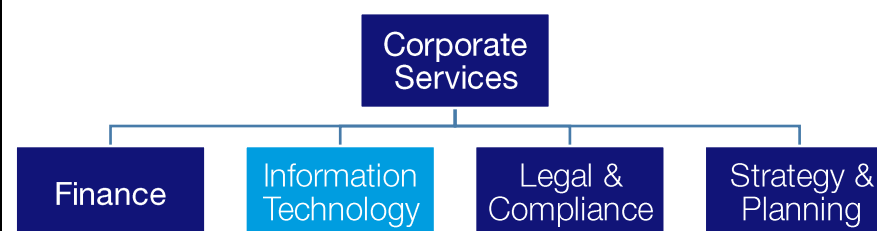
**Key working relationships external**

Corporate Partners, Technical Suppliers, and fulfilment Agencies,

**Directorate and team**

This role sits in the **Business Support** team in the **Engagement and Fundraising** directorate.

**Department**



**Job and reporting line**



All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience, and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

### Key activities – What you need to do

Improving Delivery	Making Change Happen	Communicating with Others	Collaborating with Colleagues
<ol style="list-style-type: none"> <li>1. Review project briefs, analyse, validate, prioritise and document functional and non-functional requirements for both business and IS improvements.</li> <li>2. Gain a thorough understanding of the business needs, issues and AS IS Processes, understand their challenges and capture, define and agree business requirements, business process workflows and system requirements (S)</li> <li>3. Identify IS and business processes that are having a negative effect on IS Services and propose recommendations that will deliver improvements and efficiencies. (S)</li> </ol>	<ol style="list-style-type: none"> <li>4. Plan, design, manage and execute reporting of tests, using appropriate testing tools and techniques and conforming to agreed standards (S)</li> <li>5. Support business teams in the development and delivery of training relative to the new processes/solutions being deployed.</li> </ol>	<ol style="list-style-type: none"> <li>6. Communicate effectively with colleagues and able to explain complex processes and technical information in an easy-to-understand way. (S)</li> <li>7. Ensure that key stakeholders are kept up to date on the delivery of projects and ensuring that colleagues support with the delivery. (S)</li> <li>8. Check feasibility &amp; effort with the technical team and where required, negotiating with the stakeholder to achieve optimal balance between effort and reward.</li> </ol>	<ol style="list-style-type: none"> <li>9. Liaise with teams across the organisation, ensuring that requirements and process improvements, support delivery of their activities and consider constraints, concerns, and risks.</li> <li>10. Support the development of a culture of excellent customer service within IS (S)</li> </ol>

## Skills, knowledge, experience, and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Improving Delivery	Making Change Happen	Communicating with Others	Collaborating with Colleagues
<ol style="list-style-type: none"> <li>1. Use business analysis techniques or process improvement techniques to deliver process maps. (S)</li> <li>2. Able to adopt an Agile Business Analysis approach and ensure projects are fully aligned with the needs and priorities of the business. (S)</li> <li>3. Willingness to see through complicated issues to resolution escalating to Information Systems and Engagement manager for assistance if necessary.</li> </ol>	<ol style="list-style-type: none"> <li>4. Assist to prioritise activities that add value to our work and provide the most impact for Diabetes UK.</li> <li>5. Use analytical skills and be able to think creatively to solve problems.</li> <li>6. Highly IT literate, experience of using a variety of software and programmes ideally including Microsoft 365, CRM systems and Visio. (S)</li> </ol>	<ol style="list-style-type: none"> <li>7. Able to encourage and persuade internal stakeholders, comfortable to challenge on requirements requested and business processes needing improvement when needed.</li> <li>8. Identify, map, and manage stakeholders throughout the lifespan of the project (S)</li> </ol>	<ol style="list-style-type: none"> <li>9. Develop effective relationships and assist to influence process owners (and other stakeholders when needed) with regards to improvements that may be necessary. (S)</li> <li>10. Work with other Business Analysts within the organisation to ensure you are sharing learnings and coming together to improve practices.</li> </ol>

## Qualifications – Qualifications you need to carry out this role

Preferable BCS or IIBA qualified, experienced of working in a busy IS and data department. Experience of working on CRM projects. Understanding of Fundraising.