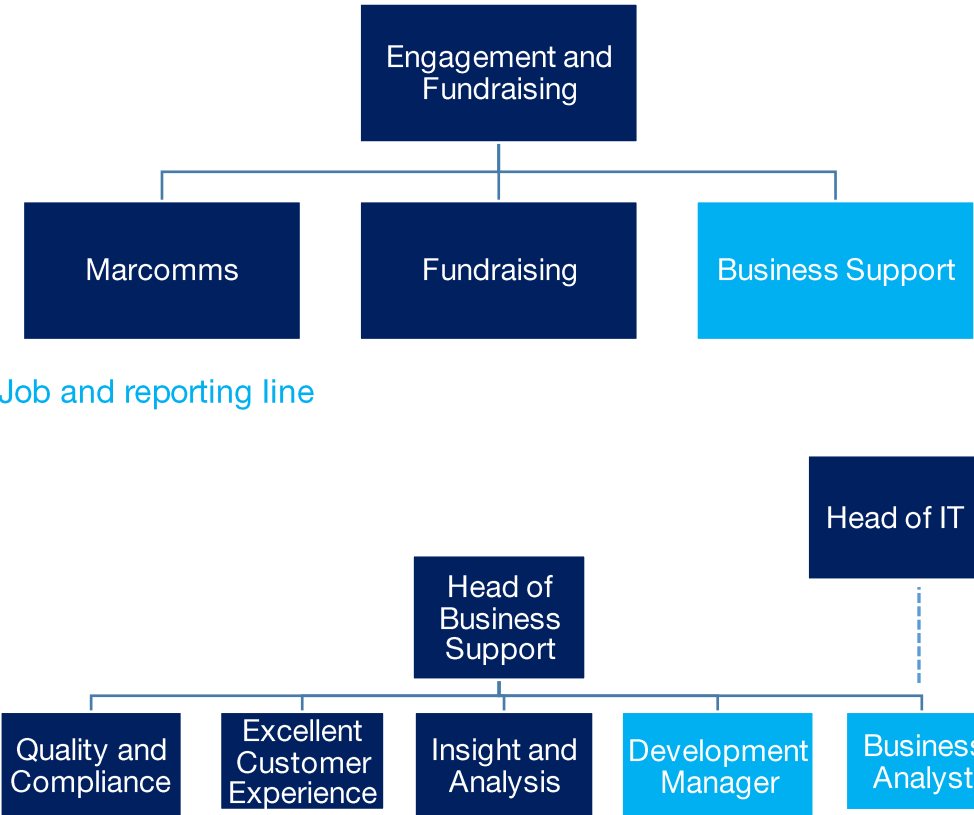


<p>Job Title Senior Business Analyst – Engagement and Fundraising</p>	<p>Directorate and team This role sits in the Business Support team in the Engagement and Fundraising directorate.</p>  <pre> graph TD EF[Engagement and Fundraising] --> Marcomms EF --> Fundraising EF --> BS[Business Support] BS --> HBS[Head of Business Support] HBS --> QC[Quality and Compliance] HBS --> ECE[Excellent Customer Experience] HBS --> IA[Insight and Analysis] HBS --> DM[Development Manager] HBS --> BA[Business Analyst] HOIT[Head of IT] -.-> BA </pre> <p>Job and reporting line</p>
<p>Key focus of the role This position will identify and deliver process improvements that help us to increase our fundraising income and support more people with, and at risk of diabetes. You will improve existing processes/systems and design new ways of working that sets us up to deliver our Customer Engagement and Experience goals. Working closely with our IT teams, you will implement change and new ways of working together, helping us become more effective as an organisation.</p>	
<p>Key deliverables</p> <ul style="list-style-type: none"> Review, provide recommendations and plan for delivery of changes for identified projects within Engagement and Fundraising. Lead and advise teams on identifying opportunities to improve and assist in developing briefs for new projects. Support the introduction of a new IT “Service Desk”, with a view to ensuring that this delivers improvements in the management of customer related issues. Work with IT to design new processes to improve cross team working and work planning between directorates. 	
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: 12 months fixed term contract Hours: Full time or part time working 4 days per week Band: 4 	
<p>Key working relationships internal Business Support Team, Fundraising teams, Marketing teams, IT teams, Data Strategy Team.</p>	
<p>Key working relationships external External consultants and fulfilment/response handling suppliers.</p>	

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do

Improving Delivery	Making Change Happen	Communicating with Others	Collaborating with Colleagues
<ol style="list-style-type: none"> 1. Review processes, provide recommendations, and plan for delivery of changes that will have a positive impact on our customer facing activities. 2. Support the delivery of a new "Service Desk" approach within our IT team through representing services users improving efficiency in how we address issues that arise within our Engagement and Fundraising activities. 3. Conduct capacity analysis for recommendations and/or changes needed and provide recommendations where availability and requirements do not align. 	<ol style="list-style-type: none"> 4. Prepare business requirements, documenting "as is" and "to be" processes. 5. Work with our IT team make recommendations on how to improve cross team working and work planning between directorates. 6. Identify and apply customer insight and knowledge to the development of our processes. 	<ol style="list-style-type: none"> 7. Ensure that key stakeholders are kept up to date on the delivery of projects and that colleagues are influenced to support with the delivery. 8. Upskill and support the Engagement and Fundraising team in creating briefs that require IT and Business Analysis support. 	<ol style="list-style-type: none"> 9. Liaise with teams across the organisation, ensuring that recommendations on process improvements support delivery of their activities and make changes to recommendations if needed. 10. Work with key stakeholders, users and subject matter experts to elicit and document needs, constraints, concerns and risks before making any recommendations. 11. Work with our IT team to schedule delivery of recommendations and/or changes.

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

Improving Delivery	Making Change Happen	Communicating with Others	Collaborating with Colleagues
<ol style="list-style-type: none"> 1. Demonstratable experience in utilising business analysis techniques or process improvement techniques. 2. Experience in working across teams to size solutions, gain commitment to resource and schedule in delivery. 3. Identify processes that are having a negative effect on customers and propose recommendations that will deliver improvements and efficiencies. 	<ol style="list-style-type: none"> 4. Prioritise activities that add value to our work and provide the most impact for Diabetes UK. 5. Future proof solutions that can work at a time of change and improvement within an organisation. 6. Highly IT literate, experience of using a variety of software and programmes including Microsoft 365 and CRM systems 	<ol style="list-style-type: none"> 7. Influence and persuade senior stakeholders, being comfortable to challenge when needed. 8. Use analytical skills and be able to think creatively to solve problems. 9. Able to breakdown and communicate technical information to a non-technical audience. 	<ol style="list-style-type: none"> 10. Confidently direct and deliver activities that involve significant stakeholders and multiple outcomes. 11. Mentor and support other Business Analysts in the organisation, coming together to improve practices. 12. Build effective relationships with stakeholders (including external when needed) to understand and develop business requirements for activities. 13. Develop relationships and influence process owners with regards to improvements that may be necessary

Qualifications – Qualifications you need to carry out this role

None