Senior Business Analyst

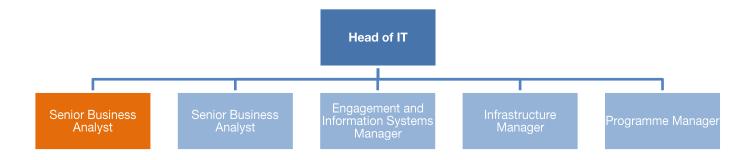| DIRECTORATE:	Corporate Services
SECTION:	Information Technology
REPORTING TO:	Head of IT

OVERALL PURPOSE OF THE JOB

Diabetes UK is bringing people together to work in partnership in order to support those living with diabetes, prevent Type 2, make research breakthroughs in diabetes and ultimately, find a cure. In order to achieve our organisational needs and how IT can be used to provide solutions, it is essential to have a strong IT business analysis team. We're looking for a 'starter finisher' with an excellent level of Business Analysis experience that can effectively and efficiently manage the definition, analysis, delivery and maintenance of business, project and system requirements and in some situations see a project through to delivery. They'll support transformation and change projects.

The Senior Business Analyst role is responsible for:

- Working with key stakeholders, users and subject matter experts to elicit and document needs, constraints, concerns, and risks.
- Preparing business requirements, documenting 'As Is' and 'To Be' processes and delivering process flows.
- Developing functional and non-functional requirements for assigned projects.
- Define the systems design in order to fulfil requirements.
- Completing the documentation, analysis and design of proposed solutions.
- Generating a set of acceptance test requirements, together with the developers, and users, which determine that all of the high level requirements have been met.
- Performing cost–benefit analyses to determine whether requirements are best met by new or existing systems or processes.
- Supporting the project team throughout the project lifecycle and as such will be an integral part of the team as well as working with multiple stakeholders.
- Interfacing with the design and implementation developers, so that any problems arising during design or implementation can be resolved in accordance with the fundamental design concepts, and user needs.
- Providing direction and guidance for Junior Business Analysts assigned to project teams as well as working with other Senior Business Analysts to define the best solutions.

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│ Business  │ │ Business  │ │    and    │ │   Manager   │ │   Manager    │
│ Analyst   │ │ Analyst   │ │Information │ │             │ │              │
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WORKING RELATIONSHIPS:

Inside Diabetes UK
• Engagement and Information Systems Manager • Heads of Teams and managers • Fundraising, engagement, and marketing teams • National and regional staff • Information Technology/Digital • Information Governance

Outside Diabetes UK
• Fulfilment agencies, Marketing agencies • Third party vendors • Managed service provider

MAIN DUTIES AND RESPONSIBILITIES:

- To take design ownership for Diabetes UK's data lifecycle with regards to the charity's customer relationship management systems. Ensuring that all of the systems, processes, and solutions have clear development roadmaps and that these are agreed and communicated with the stakeholders.
- To ensure that all documentation is accurate and sufficient and that changes to requirements are properly managed and communicated to all relevant parties.
- To develop a deep understanding of the information architecture for customer data across the charity to be able to identify opportunities for improvement and to understand the impacts of new ideas that the charity may wish to adopt.
- Facilitate decision making in projects that will often link directly to key strategic goals with cross-organisational priorities
- To lead on the delivery of high quality and efficient data acquisition and data capture supporting business objectives through data acquisition to analysis.
- To ensure that appropriate validation and data quality assurance processes are developed, implemented and maintained, as well as developing more robust processes.
- To work with technical teams to provide organizational leadership for data acquisition and processing services to data usage and analysis championing the importance of information systems, the data they hold and the need for business analysis.
- Ensure good governance by employing industry recognised Change Control procedures.
- Gathering and documentation of user requirements and advising on technical considerations

- Assist Business managers in projects requiring reporting facilities to measure KPI's and project effectiveness.
- Identify and recommend improvements to organizational processes, specifically related to business analysis
- Embrace Diabetes UK volunteering activities through involving volunteers in your work and own participation through active volunteering within Diabetes UK.
- Undertake other work as might reasonably be required by the Information Systems Team
- Provide guidance to other business analysts on industry standards as well as ways of working within Diabetes UK

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrable experience of Business Analysis in a corporate function
- Understand technical aspects of Business Analysis frameworks, value cycles, business processes, business requirements and UAT methodologies.
- Understand and have knowledge of Business Analysis techniques including use-case modelling, CATWOE, standard business process mapping.
- Understand CRM and database management systems.
- Integrate well into a team and build relationships with stakeholders at all levels of an organisation.
- Demonstrate excellent analytical and critical thinking skills - able to analyse and solve problems. Ability to identify and document solutions to complex business problems with accuracy.
- Breakdown and communicate technical information to a non-technical audience.
- Work to tight deadlines and juggle multiple projects.
- Demonstrate a high level of professionalism and effectively manage working relationships.
- Contribute to data strategy to ensure that opportunities for analysis and business learnings are maximized as part of business processes
- Provide expert advice to internal stakeholders at all levels
- Implement resilient and future proof solutions under tight deadlines

The best person for this job will have experience in:

- Gathering business and system requirements and data analysis
- Data protection regulations and law
- Business Analysis Techniques to document, evaluate and deliver options.
- Working with CRM systems, ETL process and Data Warehouses
- Administering, supporting, implementing CRM solutions Business and /or data analysis delivering technical solutions
- Full software project lifecycle experience preferably Agile
- Creation and implementation of data models to underpin business practice and direction

- Analysing and classifying data into meaningful taxonomies and relationships, which have resulted in business improvements
- Analysing complex business scenarios to distil and document the accompanying data flows
- Data analysis and reporting; as well as communicating results to internal stakeholders
- Identifying opportunities for enhancing business performance and insight through data capture, integration and management
- Dealing with 3rd parties (Desirable)
- Assessing current methods and recommending improvements
- Iris CARE CRM (Desirable)
- Database structures, specifically CRM systems (Desirable)
- Data modelling methodologies (Desirable)
- Effective presentation methods (Desirable)
- Fundraising/marketing within the not-for-profit/charity sector (Desirable)
- SharePoint or experience of working on a SharePoint Project (Desirable)

The best person for this job will have:

- Relevant qualification, i.e. Degree in IT; Project Management Qualification
- Significant experience of success within complex project environments
- The right Attitude – excellent attitude to work and strive to achieve high levels of individual and organisational performance
- An analysis-before-solution mind-set
- Knowledge of Microsoft applications including Visio
- Excellent presentation, communication and interpersonal skills
- The technical ability and be able to clearly illustrate data design problems and present technical solutions using Microsoft technologies.
- Ability to work on own initiative with minimal supervision
- Strong communication skills
- Drive and commitment to make their mark
- Ability to inspire and motivate staff to deliver results
- Strong User engagement and communication skills
- Knowledge in customer data management and supporter journeys
- BCS Business certification/s or equivalent (Desirable)
- Microsoft certified Development Professional MCSE, MCITP (Desirable)
- Negotiation skills (Desirable)