**JOB DESCRIPTION**

**Job:** **Business Analyst**

**Location: Midlands based**

**Reports to: Senior Project Manager**

**Salary: £40k to £45k**

**Contract term: FTE**

**Travel Required:** National travel required in line with business requirements

**MAIN PURPOSE OF ROLE**

You will be a key member of the Programme and Project Management team within Compass, specialising in Business Analysis and implementation of business change projects.

This role requires the Business Analyst to support the delivery of business process change and software solutions by the efficient and accurate translation of business needs into requirements.

The Business Analyst (BA) will work with business stakeholders to define requirements, features and improvements to understand and describe the impact of change to the business, processes and systems. The BA will ensure all deliverables are appropriately documented, comprehensive, consistent, accessible and appropriate to achieve the intended operational benefits and business outcomes.

**KEY ACTIVITIES**

* Requirements gathering and analysis for projects through the full requirements life cycle, including functional and non-functional requirements.
* Planning, managing, and running workshops, interviews, and prototyping sessions.
* Production of functional specifications and other project documentation.
* Supporting teams in development, testing and implementation - driving both agile software development and project delivery.
* Working with the Project Manager, provide support to the development team to manage scope, change and requirements during implementation.
* Assisting business in UAT and readiness for any changes.
* Adhere to the regulatory conduct rules.

**KEY SKILLS**

* Strong influencing skills and proven stakeholder management experience.
* Experience in requirements gathering from various stakeholder groups, such as interviews and workshops.
* Excellent communication skills, with the ability to talk and present to a range of audiences, sometimes acting as a "translator" between parties.
* Solid experience of delivery using Agile, Waterfall (or Hybrid) project management methodology with Scrum software development experience desirable.
* Excellent documentation skills to capture good user stories, Epics, and good product backlog – including maintenance and scope changes.
* Creating Functional and non-functional specifications and technical documentation.
* Experience of change management, and the ability to introduce and embed positive change.
* A Self-organised starter and highly collaborative. Able to work alone or within an Agile Team, escalating/reporting risks and issues in a timely manner.

**Technical**

* Competent on O365 applications (Word, Excel, Teams, Outlook, PowerPoint, Visio).

**EDUCATION & EXPERIENCE**

* 3 to 5+ years of experience as a Business Analyst
* Must have a good standard of education ideally to degree level, and good maths skills OR demonstrate equivalent skills and ability
* Proficient in BPMN
* Familiar with process mapping tools such as Lucidchart, Visio, Draw.io etc
* Industry recognised qualifications are a bonus
* Ideally aware of and experienced in latest process mapping tools and techniques using AI
* BA experience, with a proven track record of delivering into projects preferably within a multi-project programme in a fast-paced environment
* Knowledge of and demonstrative experience in using business analysis for process mapping throughout the project lifecycle
* Strong technical aptitude and computer proficiency
* Able to demonstrate basic understanding of the deployed technologies across the enterprise and of multiple system platforms
* Demonstrable strong written, presentation, communication and negotiation skills and can articulate complex solutions

**MEASURES OF SUCCESS**

* Time, cost, quality measures of deliverables to support successful projects
* Business stakeholder feedback
* Successful translation of business requirements into user stories for both the development team and third party partners.
* Customer satisfaction survey results
* Positive contribution to resolving team issues and aid other team members as required

**GENERAL**

* Operate with pace, purpose and professionalism
* Demonstrate the company REACH values are at the center of all you do
* Undertake training and development deemed necessary for the pursuance of the post
* Comply with all company policies & procedures
* Attention to detail, ability to follow instructions and take ownership of workload.

**ORGANISATIONAL**

* Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the manager informed of work in progress and inform the manager immediately of any child protection matter or serious complaint.
* To fulfil Health & Safety responsibilities.
* To work within the provisions of the Data Protection Act, observing strict confidentiality in relation to all aspects of work undertaken.
* Undertake training and development deemed necessary for the pursuance of the post
* Comply with key company policies including;
	+ Equal Opportunities Policy and Procedure in all employment practices
	+ No smoking policy
	+ IT Acceptable usage, Information Security and Data Protection policies
* Travel to Compass Community offices and locations may be required as part of the role
* The nature of the business means that tasks and responsibilities are sometimes unpredictable. Employees are therefore expected to work flexibly when the occasion arises where tasks, which are not specifically covered in the job description, need to be undertaken.