Sanctuary Group

Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

BUSINESS ANALYST

WORCESTER

£32,127 TO £35,112 PER ANNUM, 35 HOURS PER WEEK

An exciting opportunity to expand your skills and continue your development has arisen within our progressive and forward thinking IS function.

With a passion for delivering excellence through effective analysis, you will utilise your skills in requirement gathering, alongside your sound knowledge of process modeling to prepare specification documents to the IS team and external suppliers. You will also prepare and present sound business cases to key stakeholders in support of the Groups aims and objectives.

Offering you exposure to work in partnership with the organisation to further develop your understanding in specialist functions including Finance and HR, you will add value through your good working knowledge and understanding of business process management. Experience of continuous improvement techniques such as six sigma or 'lean' would also be an advantage.

Strong communication, report writing and customer service skills are essential as is the ability to effectively document and track findings in support of effective version control and acceptance testing.

Although this position is office based, occasional travel and overnight stays will be required.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 28 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1662.

Closing Date: 5pm on 28th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent unlawful working.

Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Job Reference: CIS37a

BUSINESS ANALYST

Reports to:	Systems Development & Support Manager (Applications)
Scope:	▪ Office based with some travel and overnight stays ▪ Frequent telephone and computer use with associated office hazards
Job Purpose:	To develop business requirements and processes to support the cost effective and efficient delivery of IS improvement projects across the Group and efficiencies for the benefit of all customers.

CONTEXT

This job sits within the Information Systems (IS) function based in Worcester. The function is responsible for delivering IS capability within the Sanctuary Group to deliver high quality services for customers.

The job holder will be responsible for reviewing business processes throughout the Group to develop standard service models that improve operating efficiency, quality of service and enable IS to align with business needs. They will be required to work closely with key stakeholders to ensure buy in and the practicality of solutions, including the definition of business requirements for systems development. They will be required to influence and persuade staff at all levels to ensure that new working practices are adopted and operational efficiencies from business process improvements are realised.

The job holder will support the effective delivery of IS projects to improve services for IS users by producing detailed requirements documents and test plans based on business feedback and information. This information will be gathered via interviews, workshops and discussions with a variety of stakeholders.

The key business objectives of this job are to:

- Gather and document user requirements for new IS systems and ensure the finished systems are tested against these requirements
- Document current working processes and redesign these processes to be more efficient by ensuring full use of IS systems potential.

The job holder is required to operate within the appropriate organisational policies and procedures in the provision of their services. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Develop business requirements and processes to support the cost effective and efficient delivery of IS improvement projects across the Group and efficiencies for the benefit of all customers.
   Measure: Quality of reports, issues identified, quality of recommendations to ensure delivery, feedback

2. Manage the user testing of delivered solutions to meet customer needs, working with internal and external stakeholders to ensure the implementation of service and product improvements , liaising effectively with suppliers as necessary.
   Measure: Quality of testing, customer/stakeholder feedback

3. Develop practical business process models and that enable the Group to maximise operational efficiencies.
   Measure: Quality and practicality of business process models, operating efficiencies achieved

4. Develop and manage effective internal and external relationships to promote the Group and ensure service delivery is in line with business needs and shortfalls are addressed.
   Measure: Feedback from managers and external contacts, issues addressed

5. Support the delivery of new, and integration of existing, IS systems/applications to meet the future needs of the Group, including effective appraisal of new technologies and their suitability in meeting Group needs and scalability.
   Measure: Cost savings, quality of appraisals, suitability of technology recommendations, customer feedback

6. Manage and implement special programmes and projects in support of the Group's activities, including identifying and delivering process and system improvements.
   Measure: Achievement of programme, targets and outcomes

RESOURCES

Finance	None
Staff	None
Other	Group wide service provision

PERSON SPECIFICATION

Competencies

Adaptability	Is flexible when circumstances change and keeps projects and goals on track by changing the approach they take. Flexes the approach to fit the person or situation faced.
Communicating and Influencing	Carefully considers and adapts the influence approach used to fit the specific needs of the audience. Anticipates and prepares for the reaction of the audience to the way arguments are presented.
Continuous Improvement	Sets challenging but attainable goals aimed at significantly improving the performance of self and others. Works relentlessly to overcome any obstacles or barriers to success.
Customer Service	Goes beyond expectations to provide assistance during critical periods and/or adds value to the customer.
Decisiveness	Looks ahead in the short term (typically up to 3 months) to identify potential issues or opportunities and proactively takes action to resolve / capitalise on these.
Problem Solving	Understands problems by identifying multiple links (e.g. A leads to B leads to C) or by applying analytical tools / frameworks to solve technical problems.

	Essential	Desirable
Qualifications and Attainments		
▪ Degree, management qualification or relevant professional qualification or knowledge and ability at an equivalent level	√	
▪ Diploma in Business Analysis or knowledge and ability at an equivalent level	√	
▪ Full, current driving licence		√
Work Experience		
▪ Recent experience of undertaking a similar role	√	
▪ Proven experience in working with others to deliver business change and demonstrate improved efficiency	√	
▪ Proven experience of managing requirements gathering through workshops and interviews	√	
▪ Proven experience of writing detailed requirements documents and/or process improvement maps	√	
▪ Proven experience in designing and managing testing and acceptance of process improvements and system changes	√	
▪ Proven experience of working to deadlines and prioritising work loads	√	
▪ Proven experience of analysing and diagnosing problems and designing business process solutions	√	
▪ Some experience of using advanced process documenting tools e.g. Casewise etc.		√
▪ Previous experience of working in software development or support		√
Skills		
▪ Excellent communication skills including clear written and spoken English	√	
▪ Excellent interpersonal, negotiation and presentation skills	√	
▪ Excellent organisational and planning skills	√	
▪ Ability to interpret computerised information and documentation	√	
▪ PC literacy — Intermediate Microsoft Word or similar	√	
Advanced Microsoft Excel or similar		
Advanced business process mapping software e.g. Visio	√	
Email and internet communications	√	