

## Job Description

|                                                                                                                                                                                                                                                                                                                                                                               |                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                             | <b>Business Analyst</b>         |
| <b>Reports to:</b>                                                                                                                                                                                                                                                                                                                                                            | <b>Product Category Manager</b> |
| <b>Purpose of role:</b><br><br>Lead the analysis of business processes and digital systems to identify, design, and support improvements that enhance service delivery, efficiency, and user outcomes.<br><br>Drive high-quality, user-centred analysis across the full change lifecycle, ensuring solutions align with organisational strategy and deliver measurable value. |                                 |

### **Key Activities:**

#### **General Responsibilities**

- Work flexibly across national services as required.
- Maintain up-to-date knowledge of developments in remote delivery, digital health, and substance misuse services.
- Uphold CGL values: Be open, be compassionate, be bold.

#### **General terms of reference:**

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, training and 1 to 1 processes.
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Ensure the implementation of all Change Grow Live policies.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post.

## **Key Responsibilities**

- Analyse current business processes and systems to identify inefficiencies and improvement opportunities
- Elicit and document requirements using user stories, process maps, and acceptance criteria
- Translate requirements into prioritised product backlogs
- Support delivery across the software development lifecycle (SDLC)
- Engage with staff, service users, and stakeholders to understand needs and challenges
- Facilitate workshops, interviews, and feedback sessions
- Communicate findings clearly to technical and non-technical audiences
- Develop prototypes/wireframes to support solution design
- Apply UX/UI principles to improve user experience
- Plan and support testing (UAT, functional) to ensure solutions meet requirements
- Use data to inform analysis, decision-making, and impact measurement
- Define data requirements to track benefits and performance improvements
- Assess impact of changes across teams and programmes
- Identify and manage risks, dependencies, and business impacts
- Contribute to improving business analysis standards, tools, and methods
- Support development of business cases, including costs, benefits, and risks
- Ensure proposed changes deliver value for money and measurable outcomes
- User-centred: prioritise the needs of service users
- Collaborative: engage widely and inclusively
- Transparent: communicate clearly and regularly
- Value-driven: focus on outcomes and impact
- Flexible: adapt to changing priorities and environments

## Person Specification

### Essential Criteria

- Experience delivering business analysis in a digital/software environment, including working with developers, testers, and product owners
- Proven ability to produce requirements artefacts (e.g., user stories, process maps, backlogs)
- Experience analysing and improving business processes, with evidence of measurable outcomes
- Ability to use data analysis tools (e.g., Excel, SQL, Power BI or equivalent) to support decisions
- Experience working in Agile or iterative delivery environments
- Demonstrated ability to engage and influence stakeholders at multiple levels
- Strong communication skills, with examples of explaining complex information clearly
- Evidence of problem solving in complex or ambiguous environments
- Ability to prioritise work, manage tasks, and proactively resolve issues
- Demonstrates empathy and user-focused thinking, particularly with diverse or vulnerable groups
- Proven ability to adapt approach based on audience or situation
- Experience working collaboratively in team environments
- Willingness and ability to travel for stakeholder engagement and delivery

### Desirable Criteria

- Experience using SQL, HTML/CSS, or similar technologies
- Relevant Business Analysis qualification (e.g., BCS, IIBA)
- Experience in healthcare, social care, or public sector environments
- Experience delivering training, coaching, or mentoring

**Amendments:** This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.