



JOB DESCRIPTION

Post:	Business Analyst (Strategy and Evidence Team)
Contract:	Fixed Term – 12 months
Salary:	£44,277 (scale points 30-32 on NJC scale range) inc. LW + pension and other benefits
Hours of Work:	35 hours per week excluding breaks - Monday – Friday
Annual Leave:	34 days per year including bank/statutory holidays
Probation Period:	6 months
Notice period:	8 weeks
Responsible to:	Head of Strategy and Evidence

JOB PURPOSE

The Business Analyst will strengthen how we work by improving processes, systems, and the way we use data. This is a hands-on role, working closely with multiple teams across the organisation to identify challenges and develop solutions that are practical, proportionate, reflect the day-to-day realities of the working environment and are aligned with our values. The role requires someone who is a great communicator, has a consultative approach and can quickly build trust with staff and the senior leadership team. They will be able to balance what is an ideal solution with what is feasible in a charity context. The role will contribute to our mission to prevent and end homelessness by ensuring our systems, processes, and data are aligned with strategic priorities and delivery goals.

MAIN DUTIES

- Collaborate with teams across Service Delivery, Finance, People Services, Income Generation, and senior leadership to identify operational needs, understand challenges, and shape improvements
- Facilitate workshops and consultation events to build a shared understanding of needs and challenges
- Co-produce delivery excellence standards with people who use our services, ensuring their experiences and insights help shape how we design, assess, and improve our work.
- Document and analyse current workflows across and within teams and identify where improvements can be made.

- Translate organisational needs into clear, actionable proposals for system or process improvements.
- Lead organisational change arising from the analysis, working with managers and staff to plan improvements, coordinate implementation, and ensure changes are mainstreamed across the organisation.
- Work with the Data and Evidence Manager to improve data collection and reporting, ensuring that it supports changes to processes and workflows.
- Support the development of dashboards or tools that help track impact and performance.
- Support staff through clear communication, documentation and training
- Work closely with our IT Team to ensure systems meet user needs.
- Manage user testing of any new systems

GENERAL RESPONSIBILITIES

- Working with the Head of Strategy and Evidence to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of The Passage
- To participate in internal/external meetings as required, attend training events, conferences and other functions as necessary.
- To participate in regular supervision and appraisal to help identify job-related development and training needs.
- To ensure that all The Passage policies and procedures are being adhered to, particularly those relating to Code of Practice and Confidentiality.
- To contribute to the effective implementation of The Passage's Diversity and Equality Policy as it affects both The Passage and its work with vulnerable adults.
- To always undertake your role in a professional manner maintaining a high standard of work, and to always work in accordance with the aims, values and ethos of The Passage.
- Undertake any other duties that may be required which are commensurate with the role



Person Specification:

BUSINESS ANALYST

Our vision is of a society where homelessness no longer exists and everyone has a place to call home.

The person specification sets out the essential abilities and qualities that will be used in the selection criteria for this post. When completing your application form, please address criteria E1 to E4 and K1 to K5 demonstrating your experience and knowledge, giving evidence of your experience and abilities.

DESIRED EXPERIENCE

- E1 Proven experience as a business analyst or similar role
- E2 Staff Training and stakeholder engagement
- E3 Excellent written and oral communication skills
- E4 Experience of co-production or involvement methods with people who use services (desirable)

DESIRED KNOWLEDGE

- K1 Strong understanding of how organisational functions (e.g. service delivery, finance, HR) operate and interact
- K2 Familiarity with systems such as CRM, case management, and finance platforms
- K3 Awareness of project lifecycles and change management principles
- K4 Familiarity with Excel, Power BI, or similar tools
- K5 Understanding of the housing and homelessness (desirable)

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:



1 Values led performance

Our work is reflective of The Passage values:

- Seeing the big picture: We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- Respect for others: We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- Effective communication & influence: We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- Hands on hard work: We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

2 Client centred working

We provide quality services to our enable our clients to thrive:

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

3 Effective professional practice

We reflect on our own practice and the skills that are required to continuously improve.

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.

4 Working together

We work positively together, knowing that collaboration and mutual support make us stronger.

- Leadership: We lead and take responsibility within our work areas. We demonstrate pride and passion for our clients, communicating purpose and direction with clarity, integrity, and enthusiasm.
- Collaboration & partnership: We work positively together, knowing that collaboration, partnership and mutual support makes us stronger.
- Reliability and communication: We are reliable and complete work commitments to agreed standards of accuracy, quality and time. We communicate effectively and appropriately, adapting communication styles as required.
- Connection: We behave with authenticity, empathy, & emotional intuition. We respect professional boundaries, and we build positive professional relationships.

