



Chief Operating Office - IT

Job Title:	Business Analyst
Reporting to:	Senior Business Analyst
Dogs Trust Grade:	D
Location:	London office

Job Purpose

The Business Analyst (BA) proactively and holistically helps and guides the business stakeholders through transformation and optimisation initiatives, supporting the formulation of business strategy, outcomes, and capabilities. The business architect's scope of activities includes helping Dogs Trust achieve targeted business outcomes related to improving dog welfare, growing revenue, optimising costs, and mitigating risks. They focus on development of the business strategy and business architecture of the organisation as a whole.

The role will work closely with the Project Manager and Business Sponsor, in the successful delivery of new ideas. The BA role may include the execution or management of; detailed requirements gathering, requirements analysis, documenting processes, supporting functions in identifying a future state, working with the development teams during the build process, ensuring that user acceptance testing is completed and working with the business and Learning and Development to support users during the initial post deployment phase. The Business Analyst is also responsible, together with the Project Manager or Business Sponsor, for managing stakeholder satisfaction for projects.

Overview of the Department/Team

The Dogs Trust IT Team consists of circa 40 staff split across IT Platforms, Service Delivery, Data, InfoSec, Data Protection, and IT Innovations Teams. The Business Analysis team consists of Business Analysts, a Senior Business Analyst and Head of IT Innovation.

The IT department is responsible for the ongoing management and development of critical business systems that contribute to the overall success of Dogs Trust activities. The focus of the Business Analyst role will be working with their assigned Business Partners to identify, shape and sponsor existing and new transformation projects across Dogs Trust to support the realisation of the DT Strategy.

Key areas of accountability

Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.

Negotiating with business users to prioritise initiatives based on business needs and requirements and relative value to the organisation.

In collaboration with the PM, providing plans for how the business analysis work will be completed, how formal the work will be, what documents, if any, will be produced, what approach will be taken, and how the work will be tracked and reported.

Setting standards for good BA practices and wider project management team in implementation of those BA practices.

Performing requirements analysis and documenting acceptance criteria.
Working with stakeholders to determine the impact of the proposed change on the business and business users.
Ensuring quality Jira tickets are raised for each requirement and sponsoring those tickets to ensure projects are adequately resourced.
Ensuring solutions meet business needs and requirements.
Documenting and communicating the results of BA efforts.
Effectively communicating BA insights and plans to cross-functional team members and team management.
Gathering critical information from meetings with various stakeholders and producing useful reports.
Working with the Test and Release Engineer to ensure user acceptance testing is successful.
Updating, implementing, and maintaining procedures.
Serving as a liaison between stakeholders and users.
Leading ongoing reviews of business processes and developing optimisation strategies.
Any other reasonable duties.

Person Specification
<i>Essential skills, qualifications, experience, and attributes</i>
Demonstrable recent experience in a business analysis role.
Exceptional analytical and conceptual thinking skills.
Proven experience of the ability to influence stakeholders and work closely with them to determine acceptable solutions.
Ability and willingness to be accountable for the quality and success of the solution.
Excellent verbal and presentation communication skills to deliver messages clearly and concisely at all levels and to communicate difficult concepts to non-technical users.
Ability and experience of maintaining confidentiality in relation to key projects and commercial sensitivity.
Expert knowledge of documentation skills in a business analyst environment.
Proven experience of planning, organisational, and time management skills.
Adaptable and resilient to change in a fast-moving environment.
Considerable knowledge of Microsoft applications including Word, Excel, Project, and Visio.
<i>Desirable skills, qualifications, experience, and attributes</i>
An understanding of fundraising or membership systems.
BSC Business Analysis Certification.
Project Management Certification.
Experience of Confluence and JIRA.

Additional information
Working hours are 9am to 5pm, with a minimum of two days a week based at the London office, with the rest working from home. Occasional travel will be required to other Dogs Trust locations, predominantly in the UK and Ireland.
Some out of business hours work should be expected (e.g. to support evening and/or weekend major software releases).
Last revised: December 2024

