



Chief Operating Office - IT

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

Job Purpose

This role will proactively support the delivery of technology, transformation, optimisation and Business as Usual projects within IT. The Business Analyst will undertake detailed requirements analysis, prioritise stakeholder requirements, and ensure traceability through to delivery.

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 LandD 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 staff split across IT Platforms, Service Delivery, Data, InfoSec, Data Protection and IT Innovations Teams.

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.

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| Ensuring quality Jira User Stories 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. |

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| Person Specification |
| <i>Essential skills, qualifications, experience, and attributes</i> |
| Demonstrable 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. |
| An understanding of fundraising or membership systems. |
| Adaptable and resilient to change in a fast-moving environment. |
| Considerable knowledge of Microsoft applications (including Word, Excel, PowerPoint, SharePoint, Outlook, and Visio). |
| <i>Desirable skills, qualifications, experience, and attributes</i> |
| BSc or similar Business Analysis Certification. |
| Experience of Jira and Confluence. |
| Experience of Salesforce. |
| Experience of process mapping, and use of continuous improvement tools and techniques. |

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| Our values and behaviours |
| The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do. |
| <u>We dream big</u> Thinking boldly – We channel our passion and commitment to be open to new ideas and possibilities, and to be brave enough to generate and try out new ways of working. Embracing change – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality. |
| <u>We're on the ball</u> Staying curious – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives. Focusing on impact – We are passionate about the difference we make. We use our knowledge and experience to plan our work, solve problems effectively and achieve what we set out to do. |
| <u>We make things happen</u> |

Being proactive – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities.

Working together – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.

Additional information

In line with our Smarter Working Policy, we ask London based colleagues to spend 40% of their time working from our office. The rest of the time can be from home.

Hours of work are generally Monday to Friday, 9am to 5pm, but some out of business hours work should be expected (e.g. to support evening and/or weekend major software releases).

Last revised: March 2025

