



Job Description

Title: Business Analyst
Directorate: Information Services
Responsible to: Project Manager, Product Lead or equivalent delivery lead
Grade: 4.1

Main purpose of the job

The Business Analyst ensures Blue Cross delivers the right solutions to meet organisational needs by leading requirements discovery, shaping clear and testable specifications, validating solutions throughout delivery, and supporting successful adoption of change.

Acting as a bridge between the organisation and technology, the role ensures solutions are usable, valuable, compliant, and aligned with organisational standards. The role supports the delivery of measurable outcomes by ensuring requirements and solutions are clearly linked to organisational priorities, user needs and intended benefits.

Working across projects, products and organisational initiatives, the Business Analyst enables colleagues to transition effectively to improved systems and processes, supporting both continuous improvement and transformational change.

Key responsibilities

Requirements discovery and definition

- Lead business analysis activity across projects, products and organisational initiatives
- Facilitate workshops, interviews and observation to understand business goals, pain points and constraints
- Produce clear 'as is' and 'to be' process maps to support analysis and decision making
- Translate stakeholder needs into structured, testable requirements, including user stories and acceptance criteria
- Define functional and non-functional requirements, including performance, usability, security and compliance needs
- Identify risks, dependencies and constraints and ensure these are communicated and managed effectively
- Support prioritisation of requirements based on organisational need, value and impact

Solution evaluation and delivery support

- Ensure requirements are accurately reflected through design, build and testing activities
- Review solution designs, workflows and data models to ensure alignment with business needs and intended outcomes
- Lead and coordinate User Acceptance Testing (UAT), ensuring solutions are validated against real-world scenarios
- Validate usability, accessibility and the integrity of business rules and processes
- Support go-live readiness and service acceptance activities
- Confirm that solutions deliver expected benefits and contribute to intended organisational outcomes

Change, communication and adoption

- Undertake impact analysis to understand how changes affect people, processes and decision making
- Engage stakeholders to support understanding, alignment and readiness for change
- Support the development of clear and targeted communications to explain changes and their impact
- Contribute to training needs analysis and the development of user guidance and training materials
- Support the successful adoption of new systems and processes across the organisation



Job Description

Governance and ways of working

- Adhere to Blue Cross delivery, service management and governance frameworks
- Ensure compliance with Information Security, Change Management and Technical Architecture standards
- Maintain high quality, version-controlled documentation to support delivery and audit requirements
- Promote best practice in business analysis and continuous improvement

Collaboration and stakeholder engagement

- Work closely with delivery leads, stakeholders and subject matter experts to shape and deliver solutions
- Collaborate across Information Services, including data, insights, information security, architecture and service teams
- Build strong, trusted relationships and constructively challenge to improve outcomes
- Communicate effectively with both technical and non-technical audiences

The person

The postholder will be a highly analytical and structured thinker, capable of breaking down complex problems and translating them into clear and actionable requirements. They will demonstrate strong judgement and the ability to balance competing priorities while maintaining focus on delivering value and outcomes.

The role requires an individual who is confident in building and maintaining effective relationships across a wide range of stakeholders, including senior leaders, operational teams and technical specialists. They will be able to influence, challenge and support decision making in a constructive and collaborative manner.

The postholder will demonstrate excellent communication skills, with the ability to produce clear, concise and accessible documentation, and to translate complex technical concepts into language that is meaningful to business users.

A proactive and self-motivated approach is essential, alongside a strong sense of professionalism, discretion and commitment to working within organisational standards, governance requirements and values.

Essential qualifications, skills, and experience

- Proven experience in business analysis across systems, processes or organisational change
- Strong requirements elicitation skills, including workshops, interviews, observation and document analysis
- Experience of process modelling ('as is' and 'to be')
- Ability to translate business needs into structured requirements and specifications
- Strong stakeholder management and communication skills
- Experience supporting solution design, testing and validation activities
- Analytical thinking and problem-solving capability
- Understanding of change impacts and supporting adoption
- Ability to demonstrate, understand and apply Blue Cross values

Desirable qualifications, skills, and experience

- BCS Business Analysis qualification or equivalent
- ITIL Foundation knowledge or awareness of service management frameworks
- Experience working within a not-for-profit or complex multi-service organisation

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.



Job Description

Addendum – Practice Management Systems (PMS) Business Analyst

These responsibilities and criteria apply in addition to the core Business Analyst role.

Additional responsibilities

- Lead business analysis for PMS supporting veterinary and clinical services
- Work closely with clinical, operational and service teams to understand end-to-end workflows and service delivery requirements
- Translate clinical and operational needs into system requirements, ensuring alignment with service models and constraints
- Support the optimisation of patient, clinical and operational workflows through system and process improvements
- Ensure PMS solutions align with clinical governance, regulatory and operational standards
- Facilitate User Acceptance Testing (UAT) and support adoption within hospital and clinical environments
- Contribute to continuous improvement of systems supporting veterinary service delivery

Essential (PMS)

- Understanding of operational or clinical service environments

Desirable (PMS)

- Experience working with Practice Management Systems or comparable healthcare systems
- Experience within veterinary or healthcare settings
- Understanding of clinical governance or regulated service environments

Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you