

Housing

Ombudsman Service



Business Analyst
Candidate information pack

The recruitment process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the Business Analyst - job profile and person specification
- Benefits

Our website www.housing-ombudsman.org.uk has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2023-24
- Corporate Plan 2022-25
- Annual Report and Accounts 2022-23

We hope that you decide to apply to this key role within our organisation.

Short-listed candidates will be asked to carry out a panel interview. It is likely that this interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 12.00 Noon on Saturday 26 October 2024 (amended).

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early when / if we receive 180 applications.

Short-list interviews: 4 and 6 December 2024.

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

Application Process

Our application process is anonymised. Submitting an application is a two stage process:

- 1) Stage 1 - create an account. This largely focuses on the information that you would include in your CV.
- 2) Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, the application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via jmm@cjagroup.com.

Job Description

Position:	Business Analyst (x 2)
Working pattern:	Permanent
Hours:	Full-time (35 hours per week)
Location:	Home-based, with an expectation of national travel as per business requirements.

Role purpose summary:

The Business Analyst is responsible for analysing business processes, identifying business needs, and proposing solutions to help the organisation achieve its goals. This role involves collaborating with stakeholders, conducting detailed analysis, and ensuring that the final product meets business and stakeholder requirements.

Reporting to the PMO Manager, the Business Analyst will work alongside PMO Leads, Data Analysts and IT colleagues to manage a directorate's / service's requirements through the discovery phase from initial analysis, requirements definition, options appraisals and pilot/user acceptance testing through to approval of the selected solution. The Business Analyst will also support the evaluation of delivered solutions / initiatives through benefits realisation analysis.

The post holder will ensure compliance with all corporate requirements and contribute to an environment of continuous improvement and excellence.

Main Accountabilities

- Work closely and build relationships with stakeholders to gather, document, and analyse business requirements, attending directorate meetings as required to support Directors' understanding of their business analysis work portfolio.

Main Accountabilities cont....

- Facilitate requirement gathering activities (e.g. interviews, workshops, mapping, surveys) to understand and document business and stakeholder needs.
- Analyse current business processes and to identify areas for improvement, collaborating with the Data Analyst team to evidence trends, issues, and opportunities for business improvement decision-making by providing data-driven insights.
- Improve systems by studying current practices and designing modifications, translating business requirements into functional specifications for IT teams and collaborating with IT and business teams to design and evaluate potential solutions.
- Prepare business requirements, documenting 'As Is' and 'To Be' processes and use BA tools and techniques to deliver process flows, models and maps.
- Identify, quantify and document benefits resulting from identified improvements and support in monitoring the realisation of these benefits.
- Recommend process changes, enhancements, or new practices to streamline operations, raising any potential risks and identifying where policies, internal controls, data recording, etc are needed as part of the overall solution, ensuring that solutions align with business objectives and meet user needs.
- Develop reports, dashboards, and presentations to communicate findings to stakeholders and gain buy-in / seek approval regarding delivery of recommendations to the business.
- Support in the preparation and presentation of business cases, change requests, invitations to tender and statements of requirements.
- Participate in the design, development, and testing of new systems, new ways of working, trials and/or enhancements to existing systems and working practices.
- Working with relevant SMEs and stakeholders, participate in the design and development of strategies and materials to support the successful delivery of change into the business as required.

Main Accountabilities cont....

- Work with PMO colleagues to monitor and measure the effectiveness of implemented solutions.
- Raise awareness of and develop good business analysis practice across the organisation, contributing to training and development as required and support the development, embedding and continuous improvement of PMO policies, guidance and standards.
- Participate in learning & development activity and professional development, as required, in relation to the role.
- Support the PMO Manager by delivering any other tasks as required.

Person Specification

Qualifications

- **Education to at least Level 3 (or equivalent) in a Business Analyst, Information Technology, or related field.***
- Relevant professional qualifications such as BCS Business Analysis (*Desirable*)

Experience

Essential

- **Significant experience as a Business Analyst or in a related role.***
- **Proven experience in managing change to process and methodology.***
- **Experience of using appropriate tools, methods and techniques for information capture and information modelling to document understanding of structure, relationships, process and information flows.***
- **Experience of interacting at a senior level and providing advice/guidance to senior stakeholders.***
- **Experience of working within a portfolio, programme or project team environment.***
- Excellent analytical skills and an informed, evidence-based approach.
- Strong ability to extract and document requirements from end users and translate business issues into development solutions.
- Ability to look at the process of the organisation and identify areas of weakness and/or risk to operational activity.
- Proven ability of prioritising and organising a large, complex and busy workload with good delivery outcomes and attention to detail.
- Considerable experience of managing and communicating confidential and sensitive information in a professional manner.
- Fully conversant with and highly proficient at using MS Office applications (e.g., Word, PowerPoint, Project, Excel).

***PLEASE NOTE: the six criteria in bold and marked with an asterisk are the criteria upon which your application form (supporting statement and employment history) will be assessed.**

Experience

Desirable

- Working knowledge of Government Green Book appraisal and evaluation principles. Experience of a non-departmental public body (NDPB) or arm's length body (ALB).
- Experience providing excellent customer service through a business partnering arrangement with the wider organisation.

Behaviours

- Organised and able to prioritise conflicting demands and plan work effectively to meet challenging deadlines.
- To be an effective communicator and negotiator with colleagues at all levels and key stakeholders.
- Tenacity and resilience, able to deal with setbacks and blockages in an effective manner.
- Able to work effectively and collaboratively as part of a team.
- Be able to show forward thinking and initiative when undertaking difficult problems and situations.
- The ability to work under direction or independently and be self-motivated.
- Demonstrate dedication and a strong sense of customer service.
- Seeks to continuously learn and improve.

Additional Requirements

- To comply with the Housing Ombudsman Equal Opportunities policies.
- To comply with the Housing Ombudsman Health & Safety policies.
- To comply with the Housing Ombudsman IT policies and procedures.

This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.

Benefits

Rewarding career, rewarding benefits

In addition to a basic salary of £52,250.29 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy Work/Life Balance – 35 hour working week, flexi-time scheme, working from home opportunities.
- Generous Annual Leave – 25 days holiday, rising after four years of continuous service plus eight statutory bank holidays and three, paid Christmas closure days.
- Commitment to health and wellbeing – free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping, contribution towards eye-tests and glasses.
- Season ticket loan – Interest free public transport ticket loan.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.



"I joined the service because I relish the opportunity to make a difference every day"

Richard Blakeway
The Housing Ombudsman

