

Job description

Job title	Business Analyst		
Job number	Provided by People Services	Grade	8TP
Directorate	CIO	Department	Transformation and Innovation
Reports to	Head of Transformation	Date effective	June 2026

Purpose

To support the successful delivery of transformation, service improvement, and change initiatives at A2D by analysing business processes, customer journeys, operational performance, systems, and data to identify opportunities for improvement, efficiency, digital enablement, and enhanced customer outcomes.

The role is responsible for working collaboratively across A2D to gather requirements, define business needs, support solution design, and ensure change initiatives are aligned to organisational priorities, regulatory requirements, and customer expectations.

Key responsibilities/ deliverables

1. Support the delivery of transformation and service improvement initiatives through structured business analysis activities.
2. Engage with operational teams, customers, stakeholders, and subject matter experts to gather, analyse, and document business requirements.
3. Analyse existing business processes, customer journeys, systems, data flows, and operational pain points and challenges to identify improvement opportunities.
4. Facilitate workshops, interviews, process mapping sessions, and stakeholder engagement activities.
5. Produce high-quality business analysis documentation including requirements specifications, process maps, options appraisals, user stories, impact assessments, and recommendations.
6. Support the development of business cases, benefits realisation measures, and service improvement proposals.
7. Work collaboratively with project managers, product managers, operational services, Transformation and Innovation teams, Data & BI, and IT teams to support solution delivery.

8. *Support change impact assessments, stakeholder analysis, communications, and business readiness activities.*
9. *Contribute to service redesign, customer journey mapping, and continuous improvement activities.*
10. *Support testing, validation, implementation, and post-implementation review activities.*
11. *Ensure change initiatives consider customer outcomes, accessibility, operational efficiency, and regulatory compliance.*
12. *Analyse complaints, Tenant Satisfaction Measures (TSMs), operational KPIs, and customer feedback to identify recurring themes and root causes.*
13. *Support the implementation of agile, customer-focused, and evidence-led approaches to transformation and service improvement.*
14. *Ensure compliance with audit requirements by addressing audit findings in a timely manner.*
15. *Ensure that key information related to requirements, business processes, benefits, and change activities is accurately recorded and maintained.*
16. *Standardise business analysis documentation and information gathering processes to maintain consistency and quality.*
17. *Establish processes to validate the accuracy and completeness of business analysis outputs and reporting.*
18. *Ensures data quality, integrity, and security within the business analysis domain*
19. *Collaborate with the Data Governance Team to support compliance with organisational data management standards.*
20. *Promote and ensure adherence to health and safety regulations, creating a safe working environment and proactively addressing risks and hazards.*
21. *Contribute to organisational transformation, innovation, and continuous improvement initiatives.*

Line management

Direct Reports

- **None**

Indirect Reports

- **Project, operational, and stakeholder resources aligned to transformation initiatives where applicable.**

Key internal contacts

- *Head of Transformation*
- *Executive Management Team (EMT)*
- *Change Group*
- *Board and Committees*
- *Director of Transformation & Innovation*
- *Business stakeholders across operational directorates*
- *Portfolio Management Office*
- *Data & Business Intelligence Team*

- Finance Team
- IT Team
- Procurement Team
- People Services
- Service Improvement Team

Key external contacts

- Customers and resident groups
- Consultancy and implementation partners
- Technology suppliers where applicable
- Local authority partners where required
- Sector benchmarking organisations

Operating environment/dimensions

Customer Base	Organisation-wide transformation programmes and service improvement initiatives
Job Persona	Hybrid
Delegated Authority Limit	As per Delegated Authorities Guide
Budget Responsibility	Transformation programme budgets as allocated
DBS Level	Basic
Contract Management	Transformation delivery and consultancy contracts
KPIs	Requirements quality, stakeholder satisfaction, delivery support, benefits realisation support, process improvement outcomes
Mandatory Training	Safeguarding, Health & Safety, Data Protection, Cyber Security, Equality & Diversity, Leadership & Management

Qualifications and training

Essential Desirable

Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	Y	
Agile, Lean, or Change Management qualification		Y

<i>Degree or equivalent professional qualification in Business Analysis, Business Management, Change, Digital or related discipline</i>		Y
<i>Business Analysis qualification (e.g. BCS, IIBA or equivalent)</i>	Y	
<i>Social Housing qualification or experience</i>		Y
<i>Evidence of continuous professional development</i>	Y	
Knowledge and skills		
<i>Business analysis and requirements gathering capability</i>	Y	
<i>Process mapping and service redesign expertise</i>	Y	
<i>Stakeholder engagement and facilitation skills</i>	Y	
<i>Analytical and problem-solving capability</i>	Y	
<i>Experience supporting transformation and change initiatives</i>	Y	
<i>Report writing and presentation skills</i>	Y	
<i>Knowledge of agile & continuous improvement methodologies</i>	Y	
<i>Understanding of customer journey mapping and user-centred design</i>	Y	
<i>Knowledge of operational performance analysis and KPI reporting</i>	Y	
<i>Knowledge of regulatory standards and TSMs</i>		Y
Behaviours for success		
<i>Refer to the <u>Behavioural Framework</u> and <u>Guidelines</u> on the Hub and for each behaviour, provide example(s) of how the behaviour needs to be demonstrated in order to be successful in the job.</i>		
Caring by Nature <i>Places customer and resident outcomes at the centre of analysis and improvement activity.</i> <i>Demonstrates empathy and professionalism when engaging with stakeholders and customers.</i> <i>Supports inclusive, accessible, and customer-focused service design.</i>		
Working Better Together <i>Builds effective working relationships across operational and strategic teams.</i> <i>Encourages collaboration, engagement, and shared understanding.</i> <i>Works positively with stakeholders to support successful transformation outcomes.</i>		
Thinking for Tomorrow <i>Identifies opportunities for innovation, efficiency, and continuous improvement.</i> <i>Uses evidence and insight to support future-focused decision-making.</i>		

- *Promotes agile and customer-focused approaches to transformation and service redesign.*

This job description outlines the main responsibilities and requirements of the job. Colleagues are expected to comply with reasonable management requests to carry out additional or alternative duties.

Do not delete this statement – a certain amount of flexibility is necessary as the organisation evolves. If you are uncertain about whether any changes are significant enough to create a “new” job – consult your People Business Partner or Adviser.