

Technical Business Analyst

Job Level	4	Job reference No.	
		Role review date	May 2024
Directorate	ISD	Function	Project Delivery
Service	Technology	Reports to	Head of Delivery

Scale and scope of role

Direct reports	None	Indirect reports	Depending on Delivery Portfolio
Budgetary responsibility / accountability	None	Accountability for other resources	Depending on Delivery Portfolio

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our values and principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Technical Business Analyst plays a crucial role in bridging the gap between technology and business functions within the Technology Department, reporting to the Head of Delivery.

The role holder will be responsible for identifying, analysing, validating, verifying, and managing the business needs of the project stakeholders, including customers and end users.

They will work closely with business units, subject matter experts and technical resources to identify business needs, define priorities, develop requirements, and manage the development effort to completion.

The post holder will coach other peers and develop a business analysis 'centre of excellence' within the Technology Delivery Function and beyond.

Key responsibilities

Analysis of Business Needs

- Collect, understand, and communicate business requirements for applications, projects, and features, translating these into written specifications or user stories.
- Responsible to capture requirements by using a variety of methods, for example: interviews, document analysis, surveys, site visits, use cases, competitive product analysis, and/or requirements workshops.
- Collect, review, and analyse non-functional requirements (e.g. system integration, browser compatibility, etc.) and transfer the same knowledge to the development team.
- Manage requirements traceability information and manage changes to requirements through effective use of change control processes throughout the project.
- Assist with the development of business cases for new projects and supplier tender exercises.
- Evaluate and investigate solutions using a range of approaches, including researching competitor products, commercially available solutions, other BRC systems and services.
- Analyse and document business processes and appropriately model new processes that support the overall business objectives.
- Communicate and present requirements and solution specifications to stakeholders and delivery teams to gain buy-in for the proposed solution. Manage the approval and sign-off on documents and solutions as appropriate.
- Work with and maintain an effective set of business analysis tools and methodologies which are fit for purpose for the organisation.

Delivery of Solutions

- Work with the project manager to meet the project deadlines, schedules, and methodologies.

- Support, facilitate, or execute acceptance tests, ensuring the delivered solution meets the business requirements and agreed quality criteria.
- Collaborate with development and technology teams to ensure the delivery of solutions to a high standard, and within agreed timescales and budget.
- Manage change in relation to the specified requirements, including assessment of impact, communication, and supporting planning and prioritisation as appropriate.
- Take into account any compliance requirements, such as Data Protection and GDPR for all work.

Continuous Improvement

- Identify efficiencies in business processes and solutions and where appropriate identify solutions which will support revenue generating activities.
- Be at the forefront of emerging technologies and understand their relevance to the activities of the BRC.
- Gather, analyse, and report usage data or other such relevant data in support of measuring the performance of solutions.
- Support a culture of information sharing, collaborative working and team working.
- Contribute to a culture of innovation and continuous improvement.

Stakeholder Management

- Develop strong working relationships with all key stakeholders and team colleagues within ISD and beyond.
- Engage confidently with stakeholders and colleagues and manage expectations at each stage of the process of analysis and delivery.
- Overcomes resistance to project delivery.
- Ensure stakeholders will be proactively managed and regularly engaged to enable successful adoption and embedding of project outputs.
- Ensure that suppliers (internal or external) are managed to deliver inputs to projects to appropriate quality expectations.
- Balance technology and business issues as well as communicate appropriately with both technology and business experts.

Team Member

- Actively participates in all team meetings and contributes to the team; be a team player.
- Support a culture of information sharing, collaborative working and team working.
- Work and behaves in accordance with all BRC policies and procedures.

- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role:

England and Wales - Disclosure and Baring Service Check (DBS)
<ul style="list-style-type: none"> • None
Scotland
<ul style="list-style-type: none"> • None
Northern Ireland
<ul style="list-style-type: none"> • None

Drivers Check — Required: No

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
<ul style="list-style-type: none"> • Ability to produce a prioritised set of functional and non-functional requirements. 		I	
<ul style="list-style-type: none"> • Ability to produce a prioritised set of user needs, high-level statements of what the potential users want to achieve - verified through data and user research. 		I	
<ul style="list-style-type: none"> • Ability to be process-oriented with sound judgment, attention to detail, accuracy, and follow-through. 		I	
<ul style="list-style-type: none"> • Be able to map current 'As-Is' business processes and suggested 'To Be' business process(es). 		I	
<ul style="list-style-type: none"> • Ability to develop test scenarios and test cases, and testing activities necessary to assess the quality and completion of system implementations. 		I	
<ul style="list-style-type: none"> • Strong people and stakeholder management skills 		I	

<ul style="list-style-type: none"> • Ability to negotiate and agree priorities with project stakeholders, resolving conflict where necessary. • Experience of running workshops and working successfully with cross discipline teams. • Experience in mentoring and coaching other Business Analysts. • Focus and drive, proven ability to deliver to deadlines. <p>Desirable</p> <ul style="list-style-type: none"> • Bachelor's degree in a relevant field (e.g., Business, Information Systems). • Relevant business analysis certifications. • Very good understanding and interest of a wide range of technologies. • Project planning, project management and project delivery skills. • A knowledge of the British Red Cross Society and its services. 		I	
	S	I	
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Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> • A minimum of three years proven experience as a Business Analyst or equivalent relevant experience. • Proven business analysis experience to identify user and stakeholder needs and define Technology solutions. • Experience of monitoring and managing project scope, managing stakeholder expectations and change management. • Experience of working closely with a Project Manager to manage scope. • Experience in gathering information and documenting business process analysis. • Experience in communicating concepts and ideas to stakeholders at all levels within organisations, including oral and written presentations, proposals, technical specifications, and reports. • Ability to simplify complex problems into component parts and evaluate systematically. • Evidence of problem solving and providing effective creative solutions. 	S	I	

<ul style="list-style-type: none"> Experience of a variety of Business Analysis techniques including customer journeys, user stories, use case diagrams. 		I	
Desirable			
<ul style="list-style-type: none"> Experience of being flexible and working in an ever-changing work environment. 		I	
<ul style="list-style-type: none"> Experience in coaching and Line Management of other Business Analyst. 		I	
<ul style="list-style-type: none"> Experience of identifying, documenting, and resolving project issues, and developing contingency plans where appropriate. 		I	
<ul style="list-style-type: none"> Experience of working in a large and geographically dispersed organisation. 		I	
Additional requirements			
Essential			
<ul style="list-style-type: none"> Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. 		I	
Desirable			
<ul style="list-style-type: none"> The work may involve travel to BRC sites within the UK. 		I	
Values in Action			
Dynamic			
<ul style="list-style-type: none"> We move forward as one team. Every day, we're adapting, innovating and learning. When the unexpected happens, we are calm, quick and efficient. We respond smartly, using clear processes and systems. 			
Compassionate			
<ul style="list-style-type: none"> We stand for kindness. People come first, no matter who or where they are. We have genuine, open-minded conversations. Together, we're a united force for good. 			
Inclusive			
<ul style="list-style-type: none"> We are open to all. We treat each other with dignity and respect. Every person's uniqueness is valued, supported and celebrated. 			

<ul style="list-style-type: none"> - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous</p> <ul style="list-style-type: none"> - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 		
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.