

Business Analyst

Job Level	4	Job Reference No:	11164
		Role Review Date	02/2025
Directorate	Internal Services	Function	Products & Data Team
Service	People Services	Reports to	Change & Release Manager

Scale and scope of role

Direct Reports	None	Indirect reports	None
Budgetary responsibility/ accountability	None	Accountable for other resources	Yes

Context

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

We enable vulnerable people in the UK and abroad 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 Red Cross and Red Crescent global 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.

Purpose of the role

The role will be responsible for leading work to gather, define, challenge and interpret requirements for multiple projects, working in a complex stakeholder environment to define all relevant current processes and develop solutions for future business processes to enable successful delivery of strategic objectives.

The post holder will operate at all levels of the organisation to ensure requirements are clearly gathered and articulated, and will be seen as a highly credible and essential resource to enable successful product solution design, development and execution.

Key Responsibilities

Requirements gathering

- Gather and document high level requirements for agreed priority developments
- Develop user stories and to-be process flows to support the design and development of solutions for the business
- Ensure requirements are interpreted and articulated clearly, with detailed options and solutions provided when required in a variety of ways (verbally, written and visually)
- Ensuring detailed requirements gathering, testing and analysis results in optimal solutions
- Technology requirements for projects are fully accounted for
- Risks are identified and mitigated against possible identified solutions
- Documentation will be of the highest standard, error-free, clear and concise

Business process mapping and analysis

- Working with business areas to ensure any process gaps are identified and resolved
- Facilitating process review workshops which result in clearly articulated benefits to proposed changes in processes
- Process improvements are identified through effective “as is” and “to be” mapping
- Ensuring process flows are clearly understood, are concise, unambiguous, and agreed by the business and key stakeholder
- Instances of multiple processes are identified, and streamlined where possible

Enabling product enhancements and delivery

- Collaborate with developers to test and verify that solutions will meet the business requirements
- Reporting into the product team and into projects to track deliverables, risks, issues, blockers and benefits
- Design reviews and walkthroughs of solutions/ processes are undertaken to test options leading to successful project delivery
- Ensure any process change/ improvement enables the successful adoption of deliverables

Other Duties

- Provide support and constructive challenge to peers

- Consistently work and behave in a manner consistent with the BRC values and behaviours, and acknowledges this in others
- Commit to a personal development plan that will improve individual and team performance
- Maintain an active appreciation of the external environment and its potential impact of the future work of the BRC
- Uphold the BRC Fundamental Principles of the Red Cross and Red Crescent Movement and to work within the Society's Equal Opportunities Policy
- Undertake any other duties as may reasonably be requested by line manager, commensurate with the status of the post

Team Member:

- Actively participates in all team meetings.
- Supports other team members.
- 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).
- Be a constant advocate for the team both internally and externally

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)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required - No

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 partnership, 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.

Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	<ul style="list-style-type: none"> • Recognised business process analysis and improvement accreditation/ qualification or equivalent by experience • Excellent knowledge of software to produce exceptional visuals • Proven knowledge of process analysis and improvement methodology and its application • Significant analytical skills, with an ability to analyse complex processes and data • Excellent communication skills, with an ability to translate complex processes to understandable tasks and tailor communications to suit your audience • The ability to promote best practice business analysis in a pragmatic way • Exceptional attention to detail • Clear communicator, able to present high quality material 'first time' 	✓		
	Desirable	<ul style="list-style-type: none"> • A knowledge of the public/voluntary sector in which the British Red Cross Society operates • An ability to work in a complex, international as well as national organisation 			

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Experience	Essential	<ul style="list-style-type: none"> • Experience of building requirements at both high-level and detailed design stages of product delivery • Experience of creating and analysing clear organisational and business processes, understanding the 'as-is' state and conducting the relevant analysis to create the 'to-be' • Experience of developing and presenting reports, plans and recommendations in a clear, unambiguous and concise way • Experience of organisational change and navigating those affected through uncertainty • Experience of working across several systems and understanding how they interact 	✓	✓	
	Desirable	<ul style="list-style-type: none"> • Experience of working in a matrix management environment, reporting via multiple lines and negotiating solutions to competing demands on time and resource • Experience of working in a large and geographically dispersed organisation 			

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Behaviours	Seeking insight	<ul style="list-style-type: none"> Digs deeper and supports others to make best use of information Supports others to make the best use of the information available and drawing on different sources to develop new courses of action Asks a range of questions, from different sources, to get at the root of a situation or problem and explore possibilities Calls on others who are not personally involved, to get an independent perspective, background information, experience, etc. Does not always stop with the first answer; demonstrates curiosity and tenacity 		✓	
	Embracing and Leading change	<ul style="list-style-type: none"> Can effectively communicate the benefits of change, or respectfully and constructively challenge it, where appropriate Identifies and supports others to manage own responses around change and uncertainty 		✓	
	Working Collaboratively	<ul style="list-style-type: none"> Builds wide-reaching, diverse connections with a shared understanding of needs and goals Creates collective commitment to goals across a wide range of different partners Helps create joined-up collaborative solutions across partners Builds a shared and compelling sense of purpose across a range of partners 		✓	
	Solution focused	<ul style="list-style-type: none"> Makes/ conducts complex plans to generate exceptional results Makes connections between apparently disconnected issues Delivers successful solutions to complex situations Produces and implements logical, practical solutions independently and through others and can articulate their impact Takes a varied solution-focussed approach to solving problems and expands good practice around using appreciative inquiry to understand others' perspectives and involve them in problem solving 		✓	
Additional requirements	Essential	<ul style="list-style-type: none"> Ensures inclusive practice and promotes diversity 	✓	✓	
	Desirable				

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.