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**NHS PROPERTY SERVICES LTD****Job Description**

<b>Job title:</b>	Junior Business Analyst
<b>Level:</b>	2
<b>Type of role:</b>	Permanent
<b>Base:</b>	London
<b>Travel requirements:</b>	As and when required
<b>Responsible to:</b>	Business Analyst Manager
<b>Directorate:</b>	Technology Services
<b>Job reference:</b>	TSDE06 (F)

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

**Main purpose / scope of the role**

This role is responsible for working in the Business Analysis in Technology Services to help deliver key business initiatives, continuous improvement projects and strategic objectives using technology, leveraging the significant investments being made across the organisation.

The role will mainly focus on developing and managing business requirements and processes for applying/using technology to satisfy business needs. As a business-facing role, the individual must be comfortable dealing with both back-office personnel and senior stakeholders both within the business and the technology functions.

The individual will need to develop a good understanding of the functions of all the directorates and the interaction between these which drive NHS PS' operations, as their work could be driven by any of the directorates. The individual will need to work closely across all Technology Services teams to support the delivery of technology initiatives.

## **Key Responsibilities**

### Project co-ordination

- Act in a Project Co-ordinator capacity when required, e.g. assist with progress-reporting; assist in the enforcement of project deadlines and schedules; ensure issues are identified, tracked, reported on, and resolved in a timely manner
- Participate in each stage of a project, ensuring the original requirements are tracked through to delivery and end user acceptance
- Prepare (and deliver where required) informative, well-organised presentations and contribute to business cases
- Support the Business Intelligence (BI) team by obtaining confirmation and clarity of business requirements for data visualisations/dashboards being developed, where required

### Stakeholder management

- Work directly with and serve as a liaison between business units, technology teams and support teams

### Process management and business analysis

- Work with business unit/directorate/functional leads, other Business Analysts, Business Relationship Managers and Solution Architect to transform and develop new requirements into fit-for-purpose solution designs for implementation
- Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis and task and workflow analysis
- Critically evaluate information gathered from multiple sources, reconcile conflicts, and decompose high-level information into details
- Design and specify workflows, approval processes, and validation rules based on internal stakeholder requirements
- Produce process documentation using standard BPMN and assist Business Process Improvements team in management and development of process documents
- Review and edit requirements, business processes and recommendations related to proposed solutions
- Support the development of requirements specification documents
- Support the development of test plans and test scripts, and perform testing where required
- Document changes to the design and implementation of existing solutions and new solutions
- Create training materials and documentation for business users where required

- Work with business unit/directorate/functional leads and perform gap analysis to identify required changes and communicate information to rest of Technology Services team

## **Person Specification**

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	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to degree level (any subject)</li> </ul>	<ul style="list-style-type: none"> <li>Completed course(s) in Business Analysis such as BCS Diploma</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of the role of a Business Analyst in a wider organisational context</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of principles of project life cycle</li> <li>Understanding of UML, Use Cases, User Stories, Business Process Modelling, BPMN and Change Management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of liaising with stakeholders to gather required information</li> <li>Experience of analysing information to identify desired outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Experience in equivalent Analyst role</li> <li>Experience of working in a project environment</li> <li>Experience of working at a property company</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>High attention to detail applying quality standards to all tasks undertaken and ensuring that nothing is overlooked</li> <li>Ability to plan, organise and structure work</li> <li>Ability to multi-task</li> <li>Strong written and verbal communication on all levels</li> <li>IT-literate including Excel, Word and PowerPoint</li> <li>Showcase good analytical and evaluative skills in tasks</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Visio and Project</li> </ul>
<b>Personal qualities/abilities</b>	<ul style="list-style-type: none"> <li>Interpersonal skills - collaboration, facilitation, and negotiation skills</li> <li>Emotional intelligence - self-awareness, confidence, ability to manage conflict, empathise</li> <li>Positive, people-orientated, customer-focused, and energetic attitude</li> </ul>	

	<ul style="list-style-type: none"><li>• Fast learner and self-motivated to grow into role</li></ul>	
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