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**JOB PROFILE:** Business Analyst/Programme Management Office (PMO) Lead

**RESPONSIBLE TO:** **Head of ICT and Digital Transformation**

**RESPONSIBLE FOR:**  N/A

**PURPOSE:** Instrumental in providing new customer-based solutions working across all areas of the organisation to facilitate and introduce high quality solutions to issues which cause barriers for end users leading to operational ineffectiveness.

Working collaboratively with users to tease out operational technology and process issues which prevent teams doing jobs to the best of their abilities. include identifying and implementing required process changes, system applications amendments and developments, training, business information etc.

Assessing the scale, cost and complexity of the solution to create project outlines and set up timescales for delivery, once project implementation has been agreed to ensure the seamless transition of projects from implementation to mainstream support and report on the impact of any introduced changes.

Provide a complete picture of the organisations Programme and Project Management investment, resources, and schedule in delivering its strategic objectives through project delivery.

Play a key role in Teign Housings upcoming project to replace Keystone Asset Management system

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**Contacts:** Daily contact with other Teign and Templer Housing staff, tenants and leaseholders. The postholder will build up good relationships with private, statutory and voluntary agencies and the local authority.

**KEY ACHIEVEMENT AREAS:**

**Business Process Streamlining**

* To consider and document stakeholder perspectives using relevant techniques.
* Able to blend a number of project methodologies such as or similar to Lean Systems Thinking and Prince 2 to provide bespoke plans and systems appropriate to customer need
* To carry out gap analysis to identify where improvements can be made across business processes, people and technology
* To evaluate options for improving business systems by making evidence-based recommendations and communicating these to relevant stakeholders.
* To gather, analyse and record requirements from stakeholders.
* To elaborate the high level business requirements during development/ design.
* To ensure the needs of the business are being met through continual review
* To act as a change advocate and communicate the benefits of change positively to the business.

**Supporting Business Strategy**

* To understand the organisations business strategy and support senior management with strategic analysis using appropriate analysis techniques.
* To identify better ways of working by investigating and analysing current business situations using relevant investigation techniques including facilitating workshops and sessions.
* Carry out system analysis and produce solution options

**PMO**

* Provide a whole view of the pipeline of Programmes and Projects, allowing appropriate assessment against strategic priorities.
* Oversee and ensure adherence to the Project Governance framework
* To lead benefit realisation reviews
* Responsible for the ‘Request for Work’ process to ensure all projects are clearly logged, assessed, scheduled, and resourced.
* Ensure cross project/programme dependencies are recorded and the dependency log is accurately maintained and proactively managed

**Keystone Asset Management System Replacement**

* The above responsibilities and objectives will be key in ensuring the project captures the requirements of the business in preparation for the procurement and implementation of the system
* Gather and document system requirements from stakeholders (Requirements specification document).
* Design, document and implement new processes across Teign Housing
* Develop user / case stories as necessary
* Apply rigorous business analysis methodology and controls.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. It is the responsibility of managers to ensure their team is working safely and to have appropriate risk assessments in place.
3. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
4. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Director of People and Technology from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………