



Job Role Profile

Job Title	(Generic) Business Analyst	Job Level	People Manager/Specialist
Job Code	DD-DSDP-BA	Job Family	Digital Strategy, Delivery and Product

Purpose of the Role

A Business Analyst is responsible for identifying and analysing business needs and processes, and translating them into requirements for business initiatives, continuous improvement projects and strategic objectives using technology. They work closely with stakeholders, within Digital & Data and the wider business, to understand their goals and objectives, and use data analysis and modelling techniques to identify opportunities for improvement.

Key Responsibilities

- Analyse and model business practices to identify opportunities for strategic and operational improvement for business functions.
- Provide guidance to teams regarding opportunities and potential risks of key implementation decisions.
- Employ best practices for structured business analysis to ensure the design will result in efficient, cost effective and financially sound applications.
- Advise the business on feasibility and impact of proposed solutions, providing options or modifications which will ensure organisational and regulatory compliance.
- Work closely with business stakeholders and analysts to develop technical requirements for application development or modifications.
- Implement tools to support business analysis methods, technology, processes and automation improvements.
- Identify, develop and share new skills and competencies based on business and IT trends and directions.

Summary of Competencies

- Level 1 - Foundational understanding and experience
- Level 2 - Proficient knowledge and experience
- Level 3 - Extensive knowledge and experience
- Level 4 - Strategic knowledge and experience

Required Level:



Essential



Desirable

Technical Competencies (Skills)

Application Development and Delivery	Description	1	2	3	4
Agile Development	Uses iterative development tools and methods to enable the organisation to quickly prioritise and respond to customer and market needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Analysis in IT	Identifies, analyses and documents business requirements and recommends IT solutions.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use Case Modelling	Works with specialised tools to model functional user requirements as graphical user stories and to explain how different users will interact with a system solution.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Operations	Description	1	2	3	4
Operational Performance Improvement	Develops, implements and supports programs and initiatives for improving performance, outcomes and quality of IT operations and services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Core Competencies

Business	Description	1	2	3	4
----------	-------------	---	---	---	---

Requirements Analysis	Accurately identifies, analyses and records business requirements for incorporation into a given solution.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stakeholder Management	Builds a broad network of relationships with stakeholders to identify problems and opportunities for improvement and structure performance expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leadership and Management	Description	1	2	3	4
Decision Making	Makes sound decisions in a timely manner, exercising a combination of analysis and good judgement.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHSPS Behavioural Framework	Description	1	2	3	4
Accountability and Responsibility	Takes ownership of actions and decisions, sets clear expectations, and ensures both personal and others' commitments are met with integrity and transparency.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adaptability and Resilience	Responds with flexibility and positively to pressure, uncertainty, and change, staying focused on solutions and maintaining a safe working environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Trusted Relationships	Develops strong, long-term relationships with colleagues, customers, communities and stakeholders to create impact and value.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicate with Impact	Delivers clear, respectful, and engaging communication to inform, build trust, and support safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Think Customer	Focuses on connecting with our customers, keeping it simple and closing the loop to deliver brilliant service that puts customers at the heart of your decisions.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Personal	Description	1	2	3	4
Analytical Thinking	Generates and analyses information to improve the clarity of ideas and approaches.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and Organising	Mobilises, plans, and controls time and resources to get things done.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem Solving	Applies problem-solving techniques and tools to resolve problems effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Qualifications

No formal qualification required - relevant experience preferred.