

Job Profile

Job Title	Business Analyst		
Job Reference No.	HOMEJD119	Date of issue:	Jan 2026

The job in a **nutshell...**

You work across the business to understand what's needed, what's working, and what could be better. You gather and analyse requirements, map processes, and help design improvements that make a real difference to our customers and colleagues.

You bring curiosity, clarity, and structure to complex problems, helping teams make informed decisions. You apply recognised business analysis techniques, including those gained through the BCS Diploma or equivalent experience, to support inclusive design and purposeful change.

What **success** will look like...

You build strong relationships with stakeholders across the business, gaining trust and understanding the challenges teams face. Colleagues feel heard and supported, and your collaborative approach encourages inclusive design and shared ownership of change.

Requirements are gathered methodically and translated into clear, structured outputs that everyone understands. Your documentation enables shared understanding and helps teams move forward with clarity and purpose. Excellent project management ensures projects are well resourced with the right consultees, and seen through to successful completion.

You map processes in ways that highlight strengths, gaps, and opportunities. Your analysis helps teams reduce duplication and deliver better outcomes for customers and colleagues.

Improvement opportunities are backed by evidence and clearly linked to a better customer experience. Your work helps shape a programme of change that feels achievable, well thought through, and worth doing.

You stay curious and ask the right questions to get to the heart of a problem. Your attention to detail means nothing gets missed, and your insight helps teams avoid costly mistakes or delays.

You understand the wider context of Home Group and how different teams and services connect. Your work reflects this bigger picture, helping teams make changes that support long-term goals as well as short-term fixes.

You ensure change is managed effectively. You support colleagues to understand their roles and responsibilities within new processes. Change is communicated clearly, expectations are

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set, and everyone knows what success looks like. This may include designing roll out plans, arranging and delivering training and coordinating feedback post change go live.

You understand the vital role that data and technology play in driving process improvements, supporting change, and measuring success. You use evidence and insight to inform decisions and track the impact of improvements over time.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have a win-win mentality • Listen to what others and need and consider this when deciding what to do • Be positive and solutions-focused • Think holistically: who else will this decision impact and what are the benefits for them?	Business analysis practice • Experience of gathering and documenting business requirements • Skilled in translating complex needs into clear, actionable outputs • Able to facilitate workshops and interviews to explore business needs • Experience in customer journey mapping • Experienced in managing and implementing change effectively with a working understanding of methodologies. • Able to leverage data and technology to identify opportunities and drive improvement • Confidence using data to support analysis, change, and decision-making
We are great influencers • Be curious- listen to and understand your audience's situation or style • Build rapport and develop relationships • Be a real self-starter	Process modelling • Confident using tools like Visio or Lucidchart to map processes • Able to spot inefficiencies and suggest practical improvements • Experienced in working with teams to redesign processes collaboratively
We are organisers and drivers • Take people with you • Use performance information to drive improvements in service to customers	Professional qualifications • BCS Diploma or equivalent experience • Understanding of business analysis practice and requirements engineering • Skilled in stakeholder engagement and process modelling techniques • Able to apply structured methods to support business change

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

- Experience working in housing development, affordable housing, health or social care
- Knowledge of Home Group systems like Dynamics or Salesforce
- Experience working with Agile Methodologies.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No ☒	Yes ☐ Budget value up to £ Enter value		
Manages People	No ☒	Yes ☐ Direct reports circa Enter value		
Travel	Occasional ☒	Regular ☐	Frequent ☐	Driving essential ☐
DBS	None ☒	Basic ☐	Standard ☐	Enhanced with barring ☐

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