

Business Analyst / Trainer (Digital Transformation & Business Improvement)

Reports to: Digital Transformation Lead (Line)
Business Improvement Manager (Functional)

The Digital Team, comprising IT Service Delivery, Data Governance and Digital Transformation aim to provide reliable and innovative technology services to our staff and tenants at Red Kite. We aim to empower our organisation and our customers by improving our current ways of working using technology in ever changing and innovative ways.

Forming part of a team that is driving the organisation's digital transformation programme, you will identify and develop opportunities to continuously improve on the status quo, helping to prioritise and deliver meaningful change.

This role is all about delivering sustainable change and improvement, supporting the business to become the best it can be. You will be the driving force for advocating a 'digital by design' approach through the improvement of our core processes and transitioning these to our emerging Housing Management System based on a model of Microsoft Dynamics modules.

Working day to day with staff and senior leadership across the business, you will ensure we get the most out of people, processes and our technology.

As a Business Analyst, you will need to have experience or an understanding of working with the Microsoft Dynamics toolset and the wider Microsoft suit of products. The role requires someone who can improve our digital (and traditional) ways of working, by challenging how we do things and ensuring we get the best from any situation.

This position demands someone who is inquisitive, methodical and dynamic, who can really deliver tangible change for the organisation.

What we need you to do:

- Understand the organisation's need to help drive improvements with a focus on using technology to enable this. Flexing your time between various streams of work as needed to deliver the 'right thing at the right time'.
- Be a champion for users, both staff and tenants – always seeking to improve interactions, usability, content, information, accessibility and design to reduce effort and multi system usage.
- Play a key role in the development & configuration of our new Dynamics based Housing Management System to provide a single view of our customers across the organisation.
- Support the ongoing development of our technology products, including legacy systems while they await transition into the Digital Transformation roadmap.

- Embed new ways of working through collaborative working across all areas of the business.

What you will be responsible for:

- Driving the re-engineering of processes through the analysis of current ways of working, evaluating improvement options whilst considering cost, benefits, risks, and always putting the tenant at the heart of everything you do.
- Analyse the structure of the business, understand current processes and the use of technology within them.
- Identify issues and opportunities within business areas' current ways of working and propose future state processes that address these, either within the existing technology stack, or as part of the Digital Transformation programme.
- Engage and communicate with people across the organisation to find out what they hope to achieve.
- Document ways for the business to improve, based on previous research through process maps and functional requirements.
- Support the Head of Digital to persuade internal and external stakeholders on the benefits of new technology or strategies.
- Support the Business Improvement Manager through business requirements gathering and process improvements on ad hoc (non-digital) projects.
- Design and recommend new or re-designed business processes as a pre-requisite for the implementation of upgrades, new technology and systems.
- Run workshops and training sessions for a variety of audiences across the organisation.
- Developing new and innovative ways of training staff on new business processes, systems and modules.
- Continually improve staff and customer use of the group's digital systems and channels, including CRM, document storage, websites, social media, e-marketing, etc. as laid out within relevant strategies

Where you have come from:

- An environment where you have experience in Business Analysis with a balance of understanding business processes, data use and enabling better working through technology.
- Using your knowledge to define requirements and solutions which support strategic objectives, with clear focus, whilst ensuring that the solutions both deliver value and are achievable.
- Able to produce excellent documentation to support requirements gathering and the design and build of new or enhancements for technological solutions.
- Possess the ability to adjust analysis techniques to fit both Waterfall and Agile development methodologies.
- Prior experience of working with Microsoft Dynamics developments in the UK Social Housing Sector would be a definite advantage.

What our teams will see in you:

- A team player who is supportive, reliable and trustworthy / who gets stuck in and creates a positive atmosphere.
- A person who naturally instils confidence in the people they work with.
- Someone who thrives on and is calm in challenging situations, working well under pressure.
- A person who makes good decisions taking into consideration wider impacts.
- Someone who is approachable, dedicated and hardworking.
- A great communicator at all levels.
- Someone who motivates, encourages and communicates well with everyone.

As a person, you will:

- Have strong analytical and problem-solving skills, with the ability to see through complexity to what's important and understand the drivers of business value.
- Be comfortable and resilient in challenging current ways of working and can often offer a more beneficial alternative.
- Have a positivity about you – you will be pro-active and up for a challenge.

- Be willing to be flexible to achieve strategic objectives as well as great operational improvements.
- Be at ease with technology, someone who knows what good looks and feels like and can translate this for others, bringing them on a journey of change and improvement.
- The ability to build trust and inspire confidence when managing change allowing for the business to fully embrace it.
- Excellent interpersonal and communication skills with an ability to collaborate at all levels.
- Experience working on digital transformation programmes is desirable.