

Job Title:	Business Analyst
Reports to (job title):	Project and Change Lead
Line Manager to:	N/A

## Job purpose

We are seeking a detail-oriented, people-focussed Business Analyst to join our team. This role will support the delivery of projects and programmes within the organisation's change portfolio. The post holder will be responsible for understanding and analysing user and business needs, ensuring that the outcomes delivered meet those needs, align with the service vision, and contribute to HCRG Care Group's strategic objectives, bringing value to the wider healthcare community.

The role requires collaboration within a multi-disciplinary project team, as well as clinical operational teams and other stakeholders both inside and outside the organisation.

## Key Responsibilities:

- **Requirement and Information Gathering:** Collaborate with stakeholders using a variety of tools and techniques to gather and document business and user requirements, and/or collate baseline information to support change projects.
- **Gap Analysis:** Understand business processes and procedures to determine where key differences or inconsistencies occur.
- **Data Analysis:** Analyse large datasets to draw insights and develop recommendations / present findings to stakeholders in clear, concise formats.
- **Process Mapping:** Evaluate and map 'as-is' processes, identify areas for improvement or efficiency / alignment to overall project strategy. Work with stakeholders to develop 'to-be' processes.
- **Solution design:** Facilitating workshops to design a range of business solutions.
- **Project Support:** Provide support to the Project & Change Lead in planning, monitoring and coordinating project delivery.
- **Stakeholder Communication:** Act as a liaison between different stakeholder groups, clearly communicating key project messages. Listening to stakeholder feedback and collating issues or ideas.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day, but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

### Care

- Inspire
- Understand
- Communicate

### Think

- Challenge
- Improve
- Learn

### Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management: NHS Code of Practice](#) , [NHS Constitution](#) and [HSCIC Code of Practice on Confidential Information](#) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

# Job Description

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Good level of general education.
- Experience of working as a Business Analyst in a project team and supporting the development of project objectives.
- Working in health and social care or a similar public sector role, with a strong interest in the field.
- An excellent communicator with experience of engaging with stakeholders at a range of levels, with an ability to adapt communication style depending on audience.
- Experience of deriving requirements specifications, including interpretation between technical and business requirements.
- Ability to analytically understand a problem/situation by breaking it down systematically into its component parts and identifying the relationship between these parts.
- Ability to provide innovative approaches to problem solving and devising inventive and creative solutions.
- Experience in using information capture techniques (for example; focus groups, structured interviews, questionnaires, statistical analysis)
- The ability to assimilate, summarise and present large volumes of complex information, and to identify and articulate options as they relate to the delivery of process improvements across the organisation.

# Job Description

- Experience of Business Analysis techniques (for example; process mapping, data modelling, requirements gathering, options appraisals).
- Proven ability to produce high quality management reports tailored to audience.

## Desirable

- Previous experience of working within a healthcare environment.
- Experience of Business Process Modelling Notation (BPMN)
- PRINCE2 Qualification or equivalent