

JOB PACK

Senior Business Analyst

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

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| Holidays: | 24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days. |
| Pension: | The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme. |
| Jigsaw Benefits: | In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities. |

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| Probation period and references: | Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer. |
| Mandatory Training: | You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham. |
| Eligibility to work in the UK: | Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence. |
| Disclosure barring checks & Medical Clearance: | <p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/db to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/db</p> |
| Diversity: | Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all. |

JOB DESCRIPTION

OVERVIEW

All of Jigsaw's essential services rely on quality information, systems and technology supported by the 50 members of the IT department. Working to a brand-new IT Strategy, the team has exciting challenges like enabling colleagues to work effectively from anywhere, automating processes and improving digital services for our customers, whilst always improving security.

The team is also innovating in its ways of working, ensuring transparency, a keen focus on outcomes and faster delivery of benefits to the business.

Role Summary

We are looking for an experienced professional, ideally with some knowledge of IT Infrastructure and user experience (UX), who is ready to bring their skill set to a Senior Business Analyst role within our Business Solutions team. Working with third-party vendors and in-house developers, you will build relationships with stakeholders at all levels of the business, uncover needs, priorities and objectives, and lead on the delivery of quality analysis to ensure a continuous focus on business outcomes through to delivery.

We are looking for an individual who can look beyond specific projects to provide a broader perspective on change, manage dependencies, and offer insightful views of our programme.

Responsible to: IT Services Manager

Responsible for: TBC

MAIN TASKS OR ACTIVITIES

1. Collaborate with IT teams, stakeholders, users and suppliers to gather, analyse and document business requirements.
2. Build relationships with stakeholders and technical leads and suppliers, to develop existing and new IT systems to meet or exceed user needs.
3. Define user requirements for project work, maintaining and prioritising a backlog of requests.
4. Convert requirements into specifications for enhancement work; liaise with in-house developers and third-party suppliers; write test plans and lead on the testing and sign-off process; supervise go live arrangements; lead on retrospectives.
5. Take accountability for the quality of the evidence base generated to support stakeholder decision making.
6. Estimate costs and timescales, at project inception, developing business cases and assessing feasibility.
7. Some line management responsibility may be required of the role.
8. Understand the impact of IT security issues, data quality, data protection and confidentiality issues within Jigsaw systems.
9. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
10. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

11. Carry out any duty that may be requested from time to time by the Chief Executive, Deputy Chief Executive, or Group Directors, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Proven track record of experience within an IT business analyst role - including stakeholder management, requirements gathering, documentation and process mapping
- Project management experience of significant system change activities
- An understanding of IT Infrastructure for example endpoint management, email, MS365/Sharepoint and telephony, networks, servers, cloud and security
- Line management experience (is preferred but not essential)
- Excellent communicator and able to build relationships with stakeholders at all levels
- Familiarity with project management methodologies (Agile, Waterfall)
- Experience with Microsoft tools such as Visio, Power Apps, Sharepoint etc
- Understanding of IT security, data protection and confidentiality issues

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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