Alzheimer's Society

Technical Business Analyst

Job description

It will take a society to beat dementia. Alzheimer's Society.



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Technical Business Analyst

Position in the organisation

Reports to the Senior Business Analyst
Member of our IT Delivery team.
Part of our Technology directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Technical Business Analyst (TBA) plays a key role within the IT Delivery team, which is responsible for delivering, implementing, and supporting the organisation's IT Roadmap. This role focuses on translating business needs into clear, actionable technical requirements and ensuring alignment between business processes and technology solutions.

The TBA will work closely with stakeholders across the organisation, collaborating effectively with both technical and non-technical teams. The role will maintain a proactive understanding of business priorities, data structures, and system capabilities to support project delivery and inform solution design.

The Technical Business Analyst will support the implementation and optimisation of business information systems by identifying, interpreting, and synthesising data, problems, opportunities, and solutions. Acting as a bridge between technical teams and stakeholders, the role will gather and document requirements, define business processes, and support the delivery of software and system changes.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

Duties include:

- Conducting detailed process mapping and gap analysis to identify areas for improvement and technical alignment.
- Reviewing and documenting current ('as-is') architecture and defining future-state integration requirements.
- Supporting the validation of platform suitability (e.g. Salesforce) against business and technical needs.
- Collaborating with Information Governance SMEs to ensure data compliance and integrity.
- Identifying integration dependencies and supporting the development of technical documentation, including user stories and epics.
- Leading workshops and meetings to gather requirements from stakeholders

- Analysing and designing business and technical processes to meet needs.
- Documenting data requirements per governance and security guidelines.
- Communicating findings and proposals for approval.
- Bridging technical teams and business stakeholders for alignment.
- Supporting functional testing and UAT, ensuring solutions meet expectations.
- Collaborating on system improvements, integrations, and new features delivery.
- Advocating best practices in business analysis and change management.

We are looking for someone who can…

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Demonstrable experience of working on multiple, high-profile projects in a matrix service-delivery environment and / or part of a Technology department.	
Advanced knowledge of web-based technologies, project management methodologies (e.g. PRINCE2, Agile, BABOK), data management best practices, CRM systems e.g. Salesforce and software selection & tender processes	

Experience of managing stakeholders at all levels of an organisation, with varying degrees of technical knowledge	
Experience of working within a service delivery or IT environment, providing technical business analysis and data insight to support significant service improvements across multiple, high-profile projects.	
Demonstrable influencing skills, as well as the ability to negotiate with and align various stakeholders to achieve the best outcome for the organisation	
Proven interpersonal and communication skills, both written and verbal	
Experienced in gathering and interpreting complex user requirements and articulating them in clear, jargon free documentation	
Demonstrable problem-solving and analytical skills to enable large scale service improvement demonstrated through achievement of KPI's and benefit realisation	
Advanced skills in Microsoft Word, PowerPoint, Visio, and Excel	
Collaborative team-player, able to champion work of others, engage key partners and stakeholders, as well as support team members to develop skills and knowledge	
Flexible approach to changing work conditions, including learning new tools and technologies as required, empowering others through effective delegation	
Proficient with the selection and application of information gathering methods, tools, and techniques which are appropriate to the information required and the sources available	

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	
Demonstrate a collaborative mindset, readily supporting colleagues during high-pressure periods and project deadlines, while also recognising when to seek guidance to maintain quality and momentum.	
Be a self-starter and incredibly motivated.	
Excellent organisational and timekeeping skills.	
Excellent attention to detail.	
Non-judgemental communication	

Commitment to and understanding of equal opportunities	
Understanding of the inclusion agenda and its relevance within a diverse society	

Criminal Record Check

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). Please select the level of Check required for this role:

Basic ☒

Enhanced ☐

Not Applicable ☐

Candidates - If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Hiring Managers - If you require further information regarding Criminal Records Check for this role, then please contact: Employeesupport@alzheimers.org.uk

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel youtube.com/AlzheimersSociety

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contributions rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face coouselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave - 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave