

Senior Business Analyst

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

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 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.

Senior Business Analyst

Position in the Organisation

Reports to the Head of IT Delivery.

Line manages the Business Analyst team.

Part of the Technology Directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

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 living with dementia and their carers.

The Senior Business Analyst will oversee a team of Business Analysts within the IT Delivery team. The IT Delivery team is responsible for delivering, implementing, and supporting the IT Roadmap. The postholder should be capable of building relationships with stakeholders throughout the organisation and proficient in collaborating with both technical and non-technical teams. They must maintain a proactive perspective on business requirements and technological capabilities to manage project demands effectively and prioritise business analysis tasks.

The Senior Business Analyst is responsible for continuously refining and enhancing business analysis approaches while coaching and mentoring the team to ensure optimal organisational support. In collaboration with the Business Engagement Manager, the Senior Business Analyst identifies issues and provides recommendations to promote strategic and operational improvements, projects, and change initiatives. This role includes setting the direction and leading the implementation and application of business analysis techniques, methodologies, and tools to meet overall business requirements, ensuring consistency across all user groups.

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

This role aligns with the following SFIA 9 competencies: BPRE (Business Process Improvement) level 6, BUSA (Business Situation Analysis) level 6 and REQM (Requirements Definition and Management) level 6.

- Managing the Business Analysts in the IT Delivery team providing coaching and mentoring.
- Leading the introduction of techniques, methodologies and tools to meet business requirements, ensuring consistency across all user groups.
- Ensuring smooth transition of change initiatives into the live environment with proper documentation and processes.
- Supporting the business with new systems/processes during project delivery.
- Advising technology and senior management on process updates.
- Engaging stakeholders using communication skills throughout the change process.
- 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.
- Key relationships: Project Managers, Testers, Technology Business Partners, Trainers within the IT Delivery team and PMO and all Technology teams across the Technology directorate including IT, Data and Digital teams.

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.
- Champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- Support and enable volunteering activities.
- 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.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society.

Person Specification and Selection Criteria

Skills & Knowledge	Application (A) or Interview (I)
Demonstrated experience of successfully leading and managing business analysts.	A
Awareness of ITIL v4.0 processes.	A
Strong expertise in web technologies, business analysis (BABOK, Agile, PRINCE2), data management, and software selection and tender processes.	A
Professional qualification in Business Analysis (e.g., BCS International Diploma) or equivalent knowledge and experience.	A
Proficient use of the Microsoft Office Suite plus Visio.	A
Excellent at collecting and interpreting complex user requirements, and presenting them clearly in documentation, reports, and presentations.	A/I
Proven track record of working on multiple, high-profile and complex Technology projects in a matrix service-delivery environment.	A/I
Demonstrated expertise in reviewing and editing requirements, specifications, and processes, with the ability to propose effective solutions.	A/I
Possesses strong stakeholder management skills and proficiency in workshop facilitation.	A/I
Ability to manage and align stakeholders across all organisational levels, negotiating effectively regardless of their technical knowledge to achieve optimal outcomes for the organisation.	A/I

Competencies & Personal Attributes	Application (A) or Interview (I)
Excellent communication skills, both verbal and written.	A/I
Experience working with senior decision makers.	A/I
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work.	A/I
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution 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 counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- 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