

Company: Stannah Stairlifts

Function: HA PMO

Reports to: Head of Programme Management

Purpose

At Stannah, we are pursuing an exciting program of transformation and growth, and we're searching for a detail-oriented and results-driven **Business Analyst** to join our dynamic and expanding team.

The ideal candidate will be responsible for analysing business processes, identifying areas for improvement, and developing solutions to enhance efficiency and performance. They must be able to work independently, demonstrating strong initiative and accountability, while maintaining a thorough and detail-oriented approach to their work. The Business Analyst will collaborate closely with stakeholders, project managers, and technical teams to ensure that business requirements are clearly defined and that solutions align with company objectives.

Key Responsibilities

1. **Requirements Gathering:** Work with stakeholders to gather, document, and prioritize business requirements and translate them into technical specifications, ensuring they align to business need & capability. Collaborate with technical teams to design solutions that meet business requirements and ensure successful implementation.
2. **Process Analysis:** Analyse & map business processes and workflows, identify inefficiencies, and recommend improvements to enhance business performance. Encourage use of best practice processes, utilising standard enterprise application functionality.
3. **Data Analysis:** Use data analysis techniques to identify trends, generate insights, and support decision-making processes.
4. **Stakeholder Communication:** Serve as a liaison between business stakeholders and technical teams to ensure requirements are clearly understood and implemented.
5. **Project Support & Implementation:** Assist in the planning, execution, and monitoring of business projects, ensuring they are completed on time and within budget. Support the testing of new systems or processes to ensure they meet business needs and quality standards.
6. **Documentation:** Create and maintain detailed documentation of business processes, requirements, and system configurations. Develop and deliver training materials for end-users to ensure a smooth transition to new systems/processes.

7. **Continuous Improvement:** Monitor business performance and recommend adjustments to existing processes or systems to optimise operations.

This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Business Analyst function.

Skills and Experience

- 3+ years of experience in business analysis
- Proficiency in business analysis tools and methodologies (e.g., Microsoft Office, Power BI, SQL etc.)
- Solid understanding of Business Process Modeling Notation (BPMN) & tools such as Visio
- Product Development Lifecycle experience is highly desirable.
- Knowledge of ERP systems, CRM platforms & sales applications is desirable.
- Familiarity with project management methodologies (e.g., Agile, Waterfall, Kanban) and the ability to manage multiple priorities.

Personal Attributes and Behaviours

- ✓ Excellent verbal and written communication skills, with the ability to effectively interact with technical and non-technical stakeholders.
- ✓ Strong analytical and critical thinking abilities with a knack for identifying problems and developing effective solutions.
- ✓ Ability to work collaboratively in a team environment.

Managerial and Supervisory Responsibility

- N/A

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

External

External agencies including suppliers and customers.

Education and Qualifications

- Bachelor's degree in Business, Management, Computer Science, Information Systems, Engineering or in a related field preferred.
- BCS BA Practitioner (Desirable)