

JOB DESCRIPTION: BUSINESS ANALYST

Transform Services. Shape Strategy. Deliver Meaningful Change.

Do you enjoy turning complexity into clarity? Are you naturally curious about how organisations work and passionate about using technology to improve experiences, processes, and outcomes?

We're looking for an experienced Business Analyst to play a key role in delivering innovative digital solutions and business change initiatives. You'll help shape the future of client services by analysing business needs, redesigning processes, and ensuring digital investments deliver measurable value.

This is an opportunity to work at the intersection of people, process, data, and technology—driving improvements that benefit customers, colleagues, and the wider organisation.

What You'll Be Doing

As a Business Analyst, you'll work closely with stakeholders, project teams, and technical specialists to identify opportunities, shape solutions, and deliver sustainable improvements.

Investigate, Challenge & Improve

- Analyse existing business processes, operating models, and customer journeys.
- Capture and document business, functional, and non-functional requirements.
- Create current-state and future-state process maps, user stories, and business models.
- Facilitate workshops, interviews, and stakeholder engagement sessions.
- Challenge existing ways of working and positively influence change.
- Use data, insight, and evidence to support recommendations and decision-making.
- Develop feasibility studies, options appraisals, and business cases.

Drive Digital Transformation

- Support projects throughout the full lifecycle, from discovery through to implementation and benefits realisation.
- Work closely with stakeholders, project managers, developers, and technical teams.
- Translate business needs into clear requirements and solution specifications.
- Support the design of customer-centric digital services and platforms.
- Validate that solutions meet agreed requirements and business objectives.
- Ensure digital solutions are scalable, sustainable, and fit for purpose.

Change for good.

 Design Better Ways of Working

- Develop holistic current-state and future-state business models.
- Conduct process reviews, value stream analysis, and service assessments.
- Identify opportunities for automation, optimisation, and continuous improvement.
- Assess business impacts, risks, and dependencies associated with change.
- Support transition planning and business readiness activities.

 Build Relationships That Make Change Happen

- Build trusted relationships with stakeholders across all levels of the organisation.
- Facilitate discussions that uncover needs, opportunities, and risks.
- Communicate complex ideas clearly to both technical and non-technical audiences.
- Manage stakeholder expectations and secure agreement on requirements and solutions.
- Maintain engagement, buy-in, and momentum throughout project delivery.

 Ensure Solutions Deliver Results

- Design and coordinate testing approaches to validate solutions against requirements.
- Support quality assurance and solution acceptance activities.
- Define benefit measures and support benefits realisation.
- Monitor outcomes and identify opportunities for further improvement.
- Contribute to risk management, governance, and business continuity planning.

 What We're Looking For

Essential Experience & Skills

- Experience in business analysis across complex projects and change programmes.
- Experience with benefits identification, tracking, and realisation.
- Experience delivering process improvement and business transformation initiatives.
- Strong requirements elicitation, process modelling, and user story development skills.
- Analytical, inquisitive, and naturally solution-focused.
- Comfortable working with ambiguity and complex challenges.
- Confident facilitating workshops and engaging diverse stakeholders.
- Able to balance strategic thinking with strong attention to detail.
- Passionate about improving services through digital innovation.
- Resilient, adaptable, and able to manage competing priorities.
- Excellent written communication and reporting skills.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint).

Change for good.

- Flexibility to travel when required.

Desirable

- Degree qualification (or equivalent experience) in Business or a related discipline.
- Business Analysis qualification (BCS International Diploma or equivalent).
- ITIL Foundation certification.
- Experience working within public sector, higher education, or complex service environments.

How to apply

If you're looking for a culture of openness, authenticity, flexibility, fairness and progression, and have experience in business analysis, drop us a message and a copy of your CV to info@entecsi.com.