



JOB DESCRIPTION

Job Title	Business Analyst - Digital & Technology Solutions	Department	IT
Reporting To	Principal Architect	Location	Remote

Line Manager and Budgetary Responsibilities

Direct reports: N/A
Indirect reports: N/A
Budget managed: N/A

Key working relationships

Internal: IT Project Managers, Project Sponsors & Leads, Application Support Team, Application Owners and SMEs, IT Test Manager, Governance and Compliance teams
External: Project delivery partners, Third-party System Integrators and solution architects, Managed Service Providers

Job Purpose

The Business Analyst - Digital & Technology Solutions supports the successful delivery of digital and technology projects across the organisation, working closely with clinical, operational and technical teams. The primary focus will be working within the PMO function on early advisory, demand and intake analysis. The role spans the full project lifecycle from demand, early advisory, intake governance and evaluation, through requirements, procurement, design, testing, training and service transition. The Business Analyst facilitates project alignment with organisational delivery and architectural frameworks and enables informed decision-making and smooth project delivery by producing clear, accurate analysis and documentation.

Key Responsibilities

- Demand:**
- Engage with stakeholders to clarify project ideas and pipeline opportunities within Frontdoor/Intake.
 - Review and evaluate any dependencies, impact between the backlog demand to support on Pipeline backlog prioritisation,
 - Submission into early advisory & evaluation
 - Evaluate new requests against existing initiatives and roadmaps
 - Perform initial impact, complexity and sizing assessments
 - Identifying and assessing potential risks associated with project ideas
 - Benefits mapping
 - Ensure alignment to IT Strategy
 - Recommending a way forward
 - Acting as advisor to sponsors on shaping ideas before they come projects

- Proposed Stage (Early Advisory & Evaluation):**
- Engage with stakeholders to clarify project ideas and pipeline opportunities.



- Support the Investment Committee by preparing evaluation materials and early business cases.
- Conduct initial feasibility analysis and risk assessments.
- Document high-level requirements and outline project scope, dependencies risk and impact for approval.
- Support on estimating time, effort budget for the Delivery of project and approval planning phase
- Post Investment committee decision on the project, revise the IT portfolio delivery plan
- Develop high level user stories to assist with estimations
- Workflow mapping of business processes affected

Approved–Planning Stage (Requirements, Procurement, Design, Business Case):

- Lead requirements gathering and documentation, ensuring alignment with organisational frameworks.
- Support the Sponsor in the Business Benefits realisation KPIs for the project
- Support the development of detailed business cases and procurement activities, including vendor evaluation against the requirement
- Collaborate with architects and PMs to design solutions that meet business and technical needs.
- Ensure traceability of requirements through all planning deliverables.
- Facilitate workshops and interviews to capture business needs and process improvements.

Delivery Phase (Testing, Training, Service Transition):

- Evaluation that requirements are being met against the Business case and KPIs and any changes are reflected during this phase.
- Evaluation of service transition against requirements, KPIs and any follow-on activities adding to backlog if necessary.
- Support the post-implementation reviews, lessons learned analysis and benefits realisation
- Create and review test plans ensuring requirements are being met

General Responsibilities:

- Support both technology projects (e.g., security tooling, network upgrades) and business-led projects (e.g., HRIS, rostering systems). Maintain compliance with healthcare governance, data protection, and regulatory standards.
- Promote best practices and mentor all resources or stakeholders where required within the Elysium PMO/Portfolio function
- Ensure that benefits are quantified and planned.
- Validating and verifying requirements: ensure requirements map to business needs, addressed, approved and meet relevant quality standards.
- Ensure business outcomes and benefits are articulated and understood.
- Conduct stakeholder interviews, workshops, and data analysis to capture and prioritise business needs.
- Define and manage requirements traceability through all stages of the project lifecycle.
- Provide post-implementation analysis and support to evaluate success and lessons learned.

Key Accountabilities

- Champion the Elysium Delivery Framework and ensure consistent application across projects.
- Lead business analysis activities for multiple concurrent projects.
- Build strong relationships with stakeholders across clinical, operational, and technical domains.
- Ensure solutions align with business objectives, clinical workflows, and compliance requirements.
- Support quality assurance and benefits realisation through robust analysis and documentation.
- Identify and drive continuous improvement opportunities in systems and processes.
- Be an ambassador for the Elysium Delivery Framework.

Commented [BB1]: Sarah this is the project BA rather than the portfolio BA. Will edit on the next line



- **Business Analysis Leadership:** Lead IT portfolio business analysis activities across multiple healthcare programmes and systems.
- **Stakeholder Engagement:** Build and maintain strong relationships with clinical, operational, administrative, and technical stakeholders to understand business needs and priorities.
- **Requirements Management:** Elicit, document, and manage business, functional, and non-functional requirements for systems and services.
- **Regulatory Compliance:** Ensure all analysis and solution design aligns with regulations (e.g. DSPT, GDPR).

Health, Safety and Security

Maintaining and promoting the health, safety and security of everyone in the organisation, or anyone who comes into contact with it, either directly or through the actions of the organisation.

- Follow organisational policies, procedures and risk assessments to keep self and others safe at work.
- Help keep a healthy, safe and secure workplace for everyone.
- Work in a way that reduces risks to health, safety and security.
- Know what to do in an emergency at work, knows how to get help and acts immediately to get help.
- Reports any issues at work that may put self or others at a health, safety or security risk.

Safeguarding Including Prevent

All employees have a responsibility for the safeguarding of patients and service users within Elysium Healthcare. Employees have a duty to attend the training provided by Elysium Healthcare regarding Safeguarding Adults, Safeguarding Children and Prevent. Employees must make themselves familiar with the types of abuse, the signs that abuse has taken place and the definition of a vulnerable adult. Employees will report all safeguarding incidents to their line manager and use the IRIS document to record all the required detailed information.

It is the responsibility of every person to:

- Take appropriate action where concerns are identified
- Act in a way that safeguards the wellbeing and interests of all service users, employees and visitors.
- Ensuring the confidentiality, security and accuracy of data, information and compliance with regulatory guidelines and statutory requirements.
- Support the delivery of evidence-based service user care and treatment. Ensuring that any relevant training is undertaken, and supervision is used appropriately.

Prevent is about supporting and protecting those people that might be susceptible to radicalisation, ensuring that individuals and communities have the resilience to resist violent extremism. Prevent aims to reduce the number of people becoming or supporting violent extremists and is part of the UK's counter-terrorism strategy. It is the responsibility of all staff to be aware of the risks of radicalisation, and to respond appropriately by reporting to their line manager if they have any concerns.

Diversity, Equality & Inclusion

It is the responsibility of every person to act in ways that support diversity, equality and Inclusion.

Diversity, equality and Inclusion are related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees and people in other organisations.



- Acts in accordance with legislation, policies, procedures and good practice.
- Treats everyone with dignity and respect.
- Allows others to express their views even when different from one's own.
- Does not discriminate or offer a poor service because of others' differences or different viewpoints.

Our Values

It is the responsibility of every person to act in ways that support Elysium Healthcare's KITE values:

Kindness - Always act with kindness and empathy towards service users, staff, external professionals and visitors.

Integrity - Be open and honest, maintaining your integrity and supporting others to maintain theirs at all times.

Teamwork - Work harmoniously with your colleagues, support each other and encourage effective teamwork.

Excellence - Strive for and promote excellence in everything you do, with improving the service user experience at every opportunity.



Person Specification

All criteria are essential unless indicated as desirable (D).

Job Title: Business Analyst - Digital & Technology Solutions

Please note: Applicants must demonstrate, in their application form, that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

Knowledge and Skills

- Excellent process modelling, requirements elicitation, and stakeholder facilitation skills.
- Strong analytical and problem-solving abilities.
- Effective communicator with clinical, operational, and technical stakeholders.
- Skilled in both waterfall and agile/hybrid delivery models.
- Proficient in business analysis tools (e.g., Visio, Miro, Azure DevOps).
- Excellent skills in process modelling, requirements elicitation, and stakeholder facilitation.
- Strong analytical and problem-solving skills with attention to detail.
- Excellent written and verbal communication skills, able to work effectively with clinical, operational and technical stakeholders.
- Skilled in managing requirements across waterfall, agile, or hybrid delivery models.
- Experience using business analysis tools (e.g., Visio, Miro, Azure DevOps, or equivalent).
- Strong stakeholder management and influencing skills to build effective relationships at all levels.
- Collaboration Skills and conflict resolution skills, ability to reconcile opposing views and achieve consensus.
- Good understanding of prioritisation frameworks.
- Excellent written & verbal communication skills.
- Highly organised, self-disciplined and follows through on actions, with the ability to support multiple concurrent projects with competing priorities.
- Understanding of healthcare operations, workflows, and terminology. (D)
- Understanding of patient safety, clinical governance, and data protection regulations. (D)

Experience

- Proven experience as a Business Analyst.
- 5+ years proven experience in IT, operations, applications, information security, service delivery in project lifecycles.
- Solid understanding and experience of how to interpret customer business needs and translate them into operational and application requirements.
- Experience in stakeholder facilitation.
- Experience with strategic analysis.
- Experience in investment evaluation.
- Experience with analysing and documenting business workflows and platform architecture.

Other Requirements

- Flexibility in working hours and location, as per contract of employment.
- Flexible to attend remote and on-site project or stakeholder meetings as required
- Where a current UK driving licence is held, a copy will be required to be submitted, and driving may constitute a part of your role.

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the department programme. The post-holder may be

Job Title: Business Analyst (Digital & Technology Solutions)

Grade: AID020-P2-10



required, from time to time, to undertake other duties commensurate with the salary and job role requirements.

Pre-employment checks will be required for the role.

To be completed by the Reward Team, after job evaluation has been completed

Job Title	Business Analyst - Digital & Technology Solutions
Grade	AID020-P2-10
Job Family	