

Job Description

Job title	Business Analyst
Location	Exeter In accordance with latest government guidance relating to COVID-19 homeworking options will be available.
Division/Team	Product Development
Reporting to	Product Owner
Contract terms	40 hours per week (negotiable)
Salary	F starting at £32,500
Closing date	29 th November 2020
Company Profile	<p>Our technology transforms the lives of people with conditions such as autism, mental health conditions and learning disabilities, by enabling people to achieve their goals, be more confident and live more independently. We see a future that puts people in control of their own lives, accessing professional support only when they need it.</p> <p>We are a young, fast-growing technology company based in the centre of Exeter, and we are looking for an exceptional candidate to join our Development team to help us to continue to improve our technology and reach more people.</p> <p>Our Product Development team focuses on improvements to our product as a whole – from the technical components to the onboarding experience as well as the helpline response provided.</p> <p>You will be joining a highly skilled and enthusiastic team of Brain in Hand experts, to build in product improvements for our users and staff. You will work closely with the technical Development team as well as with key business stakeholders.</p>
Job Description	<p>You will form a crucial part of the Product Development Team where you will report to the Product Owner and collaborate closely with the Development Manager, Test Manager and Business Stakeholders to work primarily as a Business Analyst but will also support the Product Owner in matters of Project Management.</p> <p>Working within the scope of projects, you will play a key role assisting the Product Owner in exploring, understanding, documenting and communicating project objectives, scope, requirements and success criteria. You will be responsible for producing and maintaining high</p>

	<p>quality, clear and concise project documentation that will be crucial to effective outcomes.</p> <p>You will work closely with the Development Team throughout the full software lifecycle. Not just in presenting and conveying requirements but in supporting their design, build, test, delivery and in service use.</p> <p>You will play a key role in reviewing delivered work packages, testing that delivered solutions satisfy their requirements and specifications as well as really delivering on Project Objectives.</p> <p>In addition to Project based work you will assist the Support Manager in reviewing, analysing and investigating Change Requests and System Issues. Your in-depth business knowledge gained will help you to assess the impact and priority of System Issues.</p>
<p>Key tasks within the role include but are not limited to:</p>	<ul style="list-style-type: none"> • Prepare project objectives and requirements • Clarify requirements across Product Development, business stakeholders and technical Development Team • Maintain project documentation • Support with the design, build, testing and delivery of projects • Provide user acceptance testing to confirm projects have met the objectives. • Assist the Support Manager with understanding and prioritising system change requests and issues.
<p>Skills and experience</p>	<p>Technical:</p> <ul style="list-style-type: none"> • Good understanding of technology • Knowledge of product development and management • Experience working with a technology team • Familiar with software and architectural terminology and cloud based, integrated software systems • Proficient with Excel and Database tools • Experience of project management <p>Soft skills:</p> <ul style="list-style-type: none"> • Excellent communication skills and a good listener • Highly analytical, enjoy digging into the detail of difficult problems, asking great questions and understanding the real issues faced by users and systems • Strong problem-solving skills to support with exploring solutions • Time management and organisational skills