Role Profile

Role Title: Business Analyst

Company: Aster Group Group Services
Directorate: Growth and Assurance
Department/Team: Portfolio Management Office (PMO)
Reports To: Senior Business Analyst
Direct Reports: Not applicable.
Agile Worker Category: Hybrid
Dimensions (budget, people span of control): No direct budget or line management responsibilities but plays a key role in supporting the analysis and definition of business needs across change initiatives. The role contributes to project success by applying structured analysis techniques, producing high-quality documentation, and engaging stakeholders to inform solution design and delivery.

Last updated: September 2025

Role Purpose

The Business Analyst supports the identification, analysis, and definition of business needs and opportunities across strategic, regulatory, technological, and innovation-driven change initiatives. Operating within the Portfolio Management Office, the role contributes to the successful delivery of programmes and projects by applying structured business analysis techniques.

Key Accountabilities

- Conduct stakeholder interviews and workshops to gather and document business requirements.
- Analyse current and future business processes to identify improvements and efficiencies.
- Analyse qualitative and quantitative data to identify trends, patterns, and insights that support evidence-based decision-making and solution development.
- Produce clear and concise documentation such as process maps, user stories, and functional specifications.
- Contribute to the design of technical and process solutions that address business needs and support project objectives.
- Work collaboratively to ensure requirements are traceable and testable.
- Assist in identifying risks, issues, and dependencies related to business change.
- Support change adoption by providing guidance and training to end-users on new processes and systems, ensuring smooth transition and uptake.
- Maintain analysis documentation and outputs in line with PMO governance standards.
- Contribute to continuous improvement of business analysis practices.

Complexity

The role involves structured analysis of defined business problems and opportunities, requiring the application of established techniques and frameworks. Problems may be complex, requiring collaboration and iterative refinement of requirements and solutions.

Impact

The Business Analyst's work directly supports project delivery and contributes to the achievement of strategic and regulatory outcomes. Decisions typically affect project-level outcomes and require alignment with broader organisational goals.

Influence

The role requires effective communication with stakeholders across departments, including service leads and project managers. Skills in building rapport, facilitating workshops, and presenting findings are essential to ensure shared understanding and buy-in.

Resources Management

No direct budget or line management responsibilities. May support procurement and third-party engagement for analysis-related activities. Responsible for managing own workload and contributing to team deliverables.

Experience and Qualifications

- Experience in business analysis or related roles.
- Proficiency in business analysis techniques and tools.
- Strong analytical and problem-solving skills.
- Experience working in project or change environments.
- Strong written and verbal communication skills.
- Ability to produce clear documentation and visualisations.
- Degree or equivalent qualification in a relevant discipline.
- Knowledge of housing, public sector, or regulated environments (desirable).

General

- Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times.
- Comply with the requirements of the Aster Group Data Protection, Privacy & Confidentiality Policy, the IT Security & Usage Policy and supporting Data Protection Framework insofar as they relate to the duties of the role.
- If the role is a people leader, they will conduct suitable and sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.
- This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.

Internal use only

Role code	*Version*	*Created/last updated (month/year)*	*Author*

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