

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	IT Business Analyst (BA)	Directorate	F&CS
Reports To	Head of IT/Digital Services	Section	IT/Digital Services
Post Reference	HR complete	Grade	16

Purpose of the Role

The Regulator of Social Housing has been through a period of significant growth to meet the demands of our expanded regulatory remit, and this has led us to review how we can get the most out of our business processes. This role will play a key part in helping us to re-evaluate our business processes, identify workflow processes, and help us to ensure we're making effective use of digital technology.

The post holder will work within the IT and Digital Services team. This team is responsible for the efficient and effective development, delivery and continuous improvement of Digital Services, ensuring teams across RSH can access and use systems and services which are needed, and which successfully support delivery. The IT and Digital Services team is currently a small team consisting of the Head of IT and Digital Services, a Digital Officer, and an IT Co-ordinator with plans to grow over the coming months. The Business Analyst will be a key liaison between business stakeholders and the technical team, translating business requirements into actionable insights and solutions.

The Business Analyst will focus on evaluating how digital systems, including Microsoft 365 and Dynamics 365, are used to support business processes, with a particular emphasis on how information is captured, managed and utilised to support and assure regulatory delivery.

They will work across the organisation, partnering with teams from all business areas to understand needs, improve processes, and ensure digital systems are effectively supporting outcomes. The role will also work closely with the RSH Project Management Office (PMO), providing business analysis support across a range of projects and contributing to a multi-disciplinary delivery approach.

The role will be responsible for building a clear understanding of current systems and processes, identifying opportunities to improve how digital tools support business outcomes, and defining future requirements.

This will include contributing to detailed design phases, improving data capture and process efficiency, and supporting the development of robust business cases to enable informed decision-making.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Lead analysis of end-to-end business services and processes, identifying opportunities to simplify, standardise and improve, and play a key role in establishing consistent analysis frameworks, standards and ways of working across RSH Play a key role in optimising the use of Microsoft Dynamics 365 and Microsoft 365, ensuring platforms are used consistently and effectively across the organisation
2. Work with stakeholders to build a robust understanding of current (“as-is”) services, processes, systems and data flows, and use this to define and deliver future-state services and improved operating models. Support the development and embedding of digital governance processes, including demand management, prioritisation and decision-making frameworks
3. Facilitate workshops and structured analysis activities to understand business needs and translate these into clear, actionable requirements and designs
4. Design and document workflows and service models that enhance efficiency, user experience and data quality
5. Identify risks, issues and dependencies associated with current and future processes, and support the development of appropriate mitigations
6. Support change implementation through testing, user adoption and continuous improvement activities
7. Work collaboratively with the PMO and wider teams to ensure business analysis support is aligned to organisational priorities
8. Contribute to the development of a culture of continuous improvement, promoting better use of data, digital tools and modern ways of working
9. Build strong working relationships across the organisation, engaging effectively with stakeholders at all levels
10. Provide support to the IT and Digital Services team to ensure the effective and efficient running of digital services

Working Relationships and Contacts

External Relationships:

- IT service providers
- MHCLG

Internal Relationships:

- IT and Digital Services Team
- Data and Business Intelligence Teams (as part of our wider digital, data and technology function)
- Project Management Office (PMO)
- Other Teams across the organisation

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Core job skills

Qualifications, knowledge, skills and experience

Essential:

- Degree in a relevant business or technical subject, or equivalent practical experience
- Proven experience as a Business Analyst within a digital, data or technology environment
- Experience working with Microsoft Dynamics 365 and Microsoft 365, with the ability to map and understand complex digital systems, data flows and integrations, and how these underpin end-to-end services and business processes
- Strong analytical and problem-solving skills, with the ability to assess complex processes and system interactions, undertake service and process mapping, identify opportunities for improvement, and translate insights into practical, user-centred and scalable solutions aligned to Government Digital and Data standards
- Experience analysing and designing end-to-end services and processes, with a focus on outcomes and user needs
- Ability to engage, influence and challenge stakeholders at all levels of an organisation
- Strong facilitation and communication skills, including the ability to clearly document requirements, processes and recommendations
- Ability to manage competing priorities and deliver high-quality outputs in a complex environment
- Understanding of data protection (GDPR) and its application in digital services

Desirable:

- Experience working within the public sector or a regulatory environment
- Knowledge of Government Digital Service (GDS) standards or similar frameworks
- Experience working in Agile or iterative delivery environments
- Experience using Power BI or other data and reporting tools
- Knowledge of process improvement methodologies (e.g. Lean, Six Sigma)
- Professional Business Analysis certification (e.g. BCS, ECBA, CCBA or equivalent)

General Responsibilities

- To adhere to RSH's equality and diversity and equal opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core behaviours and values in all working relationships within the workplace
- To work in accordance with all RSH policies and procedures.
- To undertake such other duties as may be reasonably expected.