



JOB DESCRIPTION

Title: Technology Delivery Business Analyst

Reports to: Head of Technology Delivery

Main Purpose of the Job

Working as part of the RBO Technology team, the Technology Business Analyst plays a critical role in ensuring that digital and technology solutions deliver genuine business value. This role is responsible for engaging with business stakeholders to understand their needs, gather and refine detailed requirements, and translate them into clear, actionable user stories and documentation that guide development and delivery teams.

Reporting to the Head of Technology Delivery and working closely with Technology Project Managers, Solution Architects, and Product Owners, the Technology Delivery Business Analyst is instrumental in ensuring that solutions are aligned with both strategic goals and operational needs. Through effective communication, analytical thinking, and collaborative problem-solving, the role contributes to the design and delivery of high-quality, fit-for-purpose systems.

This role involves end-to-end business analysis activities including process mapping, business modelling, and the definition of non-functional requirements. The Technology Business Analyst plays a key part in defining acceptance criteria and test scenarios to ensure outcomes meet user expectations, are aligned to business processes, and support the organisation's wider digital transformation objectives. With a strong understanding of both business operations and technology, you will help bridge the gap between users and technical teams, championing clarity, alignment, and measurable value at every stage of delivery.

Key Responsibilities

- Engage with stakeholders across the business to gather, define, and validate functional and non-functional requirements, translating them into clear user stories and documentation.
- Analyse existing business processes and data flows to identify areas for improvement, supporting digital transformation and continuous service improvement initiatives.
- Collaborate closely with Project Managers, Solution Architects, and Engineering teams to ensure business requirements are clearly understood, technically feasible, and aligned with project goals.

- Facilitate workshops, interviews, and stakeholder engagement sessions to gather insight, manage expectations, and build consensus on solution design and delivery scope.
- Support the definition and execution of test plans, acceptance criteria, and quality assurance processes to ensure delivered solutions meet business needs and user expectations.
- Provide clear and structured documentation for business processes, system requirements, and change requests, maintaining traceability throughout the delivery lifecycle.
- Contribute to the evaluation of technology solutions, supporting the development of business cases and option appraisals as part of procurement and strategic planning.
- Support both agile and waterfall project delivery models, helping teams to refine backlogs, prioritise work, and adapt to changing business priorities.
- Champion clear, consistent communication between technical and non-technical audiences, helping bridge the gap between users and developers to drive successful outcomes.
- Provide and create training materials for “To-Be” processes and demonstrate to stakeholders as required
- Any other duties reasonably required in support of Technology and Digital initiatives.

Role proficiency

The role of Technology Business Analyst requires a broad skill set to ensure the effective capture, communication, and implementation of business and technical requirements across multiple projects and workstreams. Skills are categorised into four proficiency levels: Awareness, Working, Practitioner, and Expert. The expected proficiency levels for this role are:

- **Requirements Gathering & Analysis** (Level: Expert): Proven experience in capturing and refining user stories, business requirements, and non-functional requirements. Ability to translate complex needs into clear specifications and acceptance criteria for development teams.
- **Business Process Modelling** (Level: Practitioner): Skilled in analysing current business processes and modelling improvements to align with organisational goals. Proficiency in using tools such as Visio or Lucid chart for process mapping.
- **Stakeholder Engagement** (Level: Practitioner) Strong interpersonal and communication skills with the ability to mediate between technical and non-technical audiences. Experienced in leading workshops, managing stakeholder expectations, and gaining consensus for proposed solutions.
- **Solution Evaluation** (Level: Practitioner) Competent in researching market options, evaluating commercial and internal solutions, and contributing to business cases that support strategic decision-making.
- **Testing & Quality Assurance** (Level: Practitioner): Able to develop and support execution of acceptance tests based on user stories, ensuring solutions meet quality benchmarks and business value criteria.
- **Change Management** (Level: Working): Supports change initiatives by assessing business impacts, managing requirements updates, and contributing to planning and prioritisation.

- **Project Delivery** (Level: Working): Works closely with Project Managers and Technical Teams to ensure timely delivery of high-quality solutions. Familiar with both Agile and Waterfall methodologies.
- **Operations Transition** (Level: Working): Works closely with the Technology Project Managers and Technology Operations Managers to ensure viable service transition to live services.
- **Data-Driven Decision Making** (Level: Working): Gathers and analyses usage and performance data to support solution evaluation and continuous improvement.
- **Communication & Documentation** (Level: Expert): Demonstrates strong technical writing skills, with the ability to produce business cases, reports, specifications, and presentations tailored to different audiences.
- **Continuous Improvement** (Level: Practitioner): Proactively identifies opportunities for improving business processes and services. Committed to learning and professional development.
- **Sustainability & Organisational Values** (Level: Awareness): Aligns work with RBO's values, including a commitment to inclusion, sustainability, and innovation.

Required skills & job qualifications

- Proven experience in capturing and translating business requirements into clear documentation, user stories, and acceptance criteria.
- Strong background in stakeholder engagement and managing communication between business and technical teams.
- Proficiency in business process modelling and process mapping using tools such as Visio or Lucidchart.
- Familiarity with both Agile and Waterfall delivery methodologies, including experience working within multi-disciplinary delivery teams.
- Experience in evaluating technology solutions and contributing to the development of business cases and procurement processes.
- Understanding of integration platforms (iPaaS), APIS, and digital transformation technologies is desirable.
- Demonstrated ability to support and execute functional and non-functional testing, including user acceptance testing.
- Awareness of data protection, compliance standards, and the ability to incorporate these into business analysis work.
- Knowledge of service and project management frameworks such as ITIL and PRINCE2, with relevant certifications considered an advantage.
- Strong analytical and problem-solving skills, with a commitment to continuous improvement and delivering high-quality outcomes.

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

