

**Role Profile**

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| **Role Details** | | | | |
| **Role Title** | **Business Analyst** | | **Section** | **IT** |
| **Division** | **Support Service** | | **Report To** | **Transformation Programme Manager** |
| **Grade/Salary** | **SCP42 £50,046** | | **Date Completed** | **24 July 2025** |
| **Company Overview** | | | | |
| City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group’s citizens and customers as well as other public, private and third sector organisations.  City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.  Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen’s Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.  **Our Values**  **Excellence**: to deliver quality in everything we do.  **Honesty**: to be open, honest and transparent with all  stakeholders, promoting partnerships and  sustainability.  **Trust**: to be trusted by our employees, clients and partners.  **Inclusion**: we are a welcoming, diverse and supportive organisation,  that supports all to reach their full potential by building trust.  **Community**: to play an important role in the communities of Glasgow we  serve. Providing first class services together with jobs and  training opportunities for local people.  **Ambition**: to build a culture of excellence, through continuous improvement to  deliver outstanding services for all of our customers. All whilst being an  employer of choice within the city providing high quality and skilled jobs  **Our Vision**  Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value.  We will deliver for the citizens of Glasgow through high-quality, fair-paying jobs, and training opportunities which build the skills to support a more sustainable city. We will play a key role in reducing inequalities and improving the quality of life for the people and communities of Glasgow. | | | | |
| **Role Summary** | | | | |
| The Business Analyst will play a pivotal role within City Building’s digital transformation Programme. You will act as a critical link between business operations and IT, working across all functions to uncover opportunities for improvement and enable the successful delivery of technology-enabled change.  You will play a leading role in shaping our digital future, facilitating discovery, capturing business and user needs, and translating these into actionable solutions that deliver measurable benefits. Your work will be pivotal in identifying opportunities for automation, process improvement, and the adoption of new digital tools and platforms.  You will collaborate closely with stakeholders, subject matter experts, and senior leaders to challenge assumptions, clarify objectives, and drive consensus. By applying structured analysis, creative thinking, and a user-focused approach, you will help ensure that digital innovation is at the core of every change initiative.  Your expertise will underpin our ambition to become a modern, agile, and digitally enabled organisation, embedding a culture of innovation, continuous improvement, and operational excellence.  *At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.* | | | | |
| **Role Outputs** | | | | |
| **Role Output:** | | **Includes the Requirement to:** | | |
| Business Analysis and Requirements Management | | * Engage with stakeholders to understand business capabilities, needs, and digital aspirations. * Gather, analyse, and document business, functional, and technical requirements using interviews, workshops, process mapping, and data analysis. * Translate requirements into clear, actionable specifications and user stories. * Validate, prioritise, and trace requirements throughout the project lifecycle. | | |
| Stakeholder Engagement and Communication | | * Establish strong relationships with key stakeholders across the organisation, and external stakeholders engaging, influencing and managing relationships to maintain effective working relationships and understand their needs and requirements * Facilitate effective communication and information flow. * Lead or support meetings, presentations, and workshops to support engagement and decision-making. * Manage expectations and ensure stakeholder satisfaction. * Solicit feedback and input from stakeholders to continuously improve services and support the company's overall mission and goals. Ensuring stakeholders are informed, involved, and engaged throughout the change lifecycle. | | |
| Change Delivery and Continuous Improvement | | * Support delivery of digital change initiatives from discovery to implementation and optimisation. * Contribute to business cases, benefits realisation plans, and performance measurement. * Assist in planning and executing user acceptance testing. * Facilitate knowledge transfer, training, and support to embed new digital capabilities. * Contribute to lessons learned and continuous improvement. | | |
| Digital Process Analysis and Innovation | | * Analyse existing processes to identify opportunities for digital transformation, automation, and innovation. * Develop “as-is” and “to-be” process maps. * Support the design and implementation of streamlined future-ready workflows. * Collaborate with IT and business teams to prototype and test digital solutions. * Assess impact on people, process, data, and technology. * Identify and champion new approaches and digital solutions. * Encourage an environment of experimentation, learning, and improvement. * Challenge established thinking where appropriate. | | |
| Compliance with professional, regulatory, statutory, and corporate requirements. | | * Ensure that you are complying with internal policies, procedures, and relevant regulations. * Conduct audits and maintain documentation for compliance purposes. * Comply with and implement all City Building Policies and Procedures. * Act ethically and with integrity. | | |
| Health and Safety | | * To carry out work in accordance with the Health and Safety at Work Act 1974. * To ensure that all Health and Safety requirements are adhered. * Report all Incidents and Accidents at the earliest opportunity. * Ensure a safe working site at all times. * Ensure wellbeing is a priority. | | |
| General | | * Attend all Training, Meetings, Toolbox Talks, and Reviews assigned to your role, leading on them as required. * Complete all compulsory GOLD and Safety Media training for your role. * Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders. | | |
| **Key Behaviours and Competencies** | | | | |
| **Our Business Analyst demonstrate the following behaviours and competencies:** | | | | |
| **Behaviours and Competencies:** | | **Includes the Requirement to:** | | |
| Digital and Analytical Thinking | | * Demonstrate the ability to see the big picture and align objectives with business strategy and goals. * Possess the ability to analyse complex problems and deliver practical, innovative solutions, using creative problem-solving abilities. * Leverage digital tools and data to drive transformation. | | |
| Communication | | * Ability to communicate clearly, confidently and appropriately for a range of stakeholders. Delivering information without jargon to suit different audiences i.e. IT staff, managers across the organisation, and external bodies. * Provide clear written reports, briefings, and documentation to support decision-making and audit requirements. * Provide clear communication and updates as required this could be through email updates, meeting summaries, workshops and meetings. * Provide clear instructions, feedback, and system updates with team members and other sections when required. | | |
| Collaboration | | * Take ownership for the success of initiatives and deliver measurable results, setting clear goals and tracking progress against them, owning issues and driving them to resolution. Ensuring all deliverables meet quality standards and deadlines. * Build positive relationships across business, IT, suppliers, and external partners. * Facilitate workshops and joint problem-solving. * Contribute to team and cross-functional success. | | |
| User Focus and Attention to Detail | | * Advocate for user needs and experiences in all solutions and improvements. * Use feedback to refine processes and systems. * Ensure outcomes deliver tangible value for users. * Poses the ability to produce accurate, high-quality outputs. * Ensure robust analysis and documentation are accurately recorded and stored. * Monitor quality standards across all deliverables. | | |
| Adaptability and Process Improvement | | * Stay up to date with new technologies and best practices, learning new skills and approaches as technology evolves. * Respond flexibly to changing technology and business priorities. * Embrace and drive changes to internal processes and procedures that enhance efficiency, reduce costs, or improve service delivery. * Ability to manage and adapt to procedural changes, ensuring smooth transitions and continuous improvement, whilst supporting teams through challenging situations. | | |
| Ongoing Training and Professional Development | | * Complete all necessary training for your role. * Keep up to date with emerging technologies, updates, and best practice. * Be open to mentorship and guidance for improvement from more experience colleagues. * Pursue relevant certifications, training and learning opportunities * Share knowledge and encourage professional growth within colleagues. | | |
| Trust and Confidentiality | | * You must ensure that any sensitive information is handled confidentially and responsibly. * Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect. * Maintain confidentiality and act as a trusted advisor. | | |
| Ethical and Professional Integrity | | * Able to demonstrate honesty and transparency in all professional dealings. * Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information. * Act ethically and with integrity in all professional dealings. * Demonstrate commitment to organisational values and culture. | | |
| **Person Specification** | | | | |
| You will have significant experience in business analysis, digital transformation, or process improvement roles. Your background will include a strong understanding of business transformation methodologies, IT systems integration, and change management principles, with the ability to demonstrate strategic thinking and a results-driven mindset.  You will have a track record of engaging with diverse stakeholders, fostering collaboration, and aligning IT solutions with organisational goals. Your experience will include managing large-scale change programmes, driving process improvements, and delivering measurable outcomes that support strategic objectives.  You will be skilled in analysing and documenting business processes, identifying opportunities for improvement, and implementing innovative solutions to optimise efficiency. You will have experience in designing and delivering communication strategies to encourage user adoption and build enthusiasm for change initiatives.  You will have exceptional communication and interpersonal skills, with the ability to articulate complex concepts clearly to both technical and non-technical audiences. Your ability to build trust and influence senior stakeholders through credibility, professionalism, and a customer-focused approach will be a key strength.  You will consistently demonstrate attention to detail and a commitment to excellence, ensuring all deliverables meet the highest standards. You will be flexible and adaptable, capable of managing shifting priorities and responding effectively to challenges and risks as they arise.  On the technical side, you will have a strong understanding of IT systems, including enterprise software, digital platforms, and data integration solutions. You will be familiar with tools and technologies that support business change, such as process mapping software, project management platforms, and data analytics tools.  You will have experience in leveraging user feedback and performance data to refine and improve IT change initiatives. Additionally, you will bring knowledge of IT security considerations and compliance requirements, ensuring all change activities adhere to relevant standards and regulations.  You will take a proactive approach to stakeholder engagement, ensuring all affected parties are informed, involved, and supported throughout the change process. You will also demonstrate a commitment to professional development and continuous learning, staying up to date with industry trends and best practices to drive ongoing success. | | | | |
| **Requirements** | | | | |
| *Qualifications/Licence/Certification/Experience level…*   * Possess recognised professional certifications relevant to the BA role e.g. BCS Diploma in Business Analysis, PMI-BPA, APMG Agile Business Analysis, Lean. * Experience delivering business process improvements in a complex multi stakeholder environment. * Experience leading, supporting, or coordinating change programmes, technology projects, or service improvements. * Ability to engage and communicate with a variety of stakeholders, including technical teams, business users, and leadership. * Familiarity with recognised approaches to change management and project delivery (such as MSP, PRINCE2, Agile, or similar). * Comfortable with analysing processes, understanding impacts, and helping teams and users adapt to new ways of working. * Able to balance priorities and deliver results within agreed timescales. * Strong teamworking, communication, and problem-solving skills. * Committed to learning, professional development, and contributing to a positive, adaptable environment. | | | | |
| **Interdependencies** | | | | |
| * Head of IT * IT Section * Management * City Building Employees * Support Service Areas * All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly | | | | |
| **Conditions** | | | | |
| Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.  Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.  You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation. | | | | |