



## Role Profile

Role Details			
<b>Role Title</b>	<b>Business Analyst</b>	<b>Section</b>	<b>IT</b>
<b>Division</b>	<b>City Building Glasgow</b>	<b>Report To</b>	<b>IT Business Solutions Manager</b>
<b>Grade/Salary</b>	<b>SCP(39-42) £48,742- £52,048</b>	<b>Date Completed</b>	<b>16/02/2026</b>

### 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 play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our

residents, customers and partners as playing a significant role in making Glasgow a great place to live.

### 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	<ul style="list-style-type: none"> <li>- Engage with stakeholders to understand business capabilities, needs, and digital aspirations.</li> <li>- Gather, analyse, and document business, functional, and technical requirements using interviews, workshops, process mapping, and data analysis.</li> <li>- Translate requirements into clear, actionable specifications and user stories.</li> <li>- Validate, prioritise, and trace requirements throughout the project lifecycle.</li> </ul>
Digital Process Analysis and Innovation	<ul style="list-style-type: none"> <li>- Analyse existing processes to identify opportunities for digital transformation, automation, and innovation.</li> <li>- Develop "as-is" and "to-be" process maps.</li> <li>- Support the design and implementation of streamlined future-ready workflows.</li> <li>- Collaborate with IT and business teams to prototype and test digital solutions.</li> <li>- Assess impact on people, process, data, and technology.</li> </ul>
Change Delivery and Continuous Improvement	<ul style="list-style-type: none"> <li>- Support delivery of digital change initiatives from discovery to implementation and optimisation.</li> <li>- Contribute to business cases, benefits realisation plans, and performance measurement.</li> <li>- Assist in planning and executing user acceptance testing.</li> <li>- Facilitate knowledge transfer, training, and support to embed new digital capabilities.</li> <li>- Contribute to lessons learned and continuous improvement.</li> </ul>
Stakeholder Engagement and Communication	<ul style="list-style-type: none"> <li>- Build strong relationships with business users, IT, and external partners.</li> <li>- Communicate complex information clearly for technical and non-technical audiences.</li> </ul>

	<ul style="list-style-type: none"> <li>– Lead or support workshops, meetings, and presentations.</li> <li>– Ensure stakeholders are informed, involved, and engaged throughout the change lifecycle.</li> </ul>
<b>Key Behaviours and Competencies</b>	
<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Digital and Analytical Thinking	<ul style="list-style-type: none"> <li>– Leverage digital tools and data to drive transformation.</li> <li>– Break down complex problems and deliver evidence-based solutions.</li> <li>– Apply structured analysis and creative problem-solving.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>– Identify and champion new approaches and digital solutions.</li> <li>– Encourage a culture of experimentation, learning, and improvement.</li> <li>– Challenge established thinking where appropriate.</li> </ul>
Attention to Detail	<ul style="list-style-type: none"> <li>– Produce accurate, high-quality outputs.</li> <li>– Ensure robust analysis and documentation.</li> <li>– Monitor quality standards across all deliverables.</li> </ul>
Effective Communication	<ul style="list-style-type: none"> <li>– Translate complex business and technical issues into accessible insights.</li> <li>– Adapt communication style for technical and non-technical audiences.</li> <li>– Present information clearly and confidently.</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>– Build positive, productive relationships across business, IT, and external partners.</li> <li>– Facilitate workshops and joint problem-solving.</li> <li>– Contribute to team and cross-functional success.</li> </ul>
Adaptability	<ul style="list-style-type: none"> <li>– Embrace change and respond flexibly to evolving priorities.</li> <li>– Demonstrate resilience in the face of ambiguity or challenge.</li> <li>– Support others through periods of transition and uncertainty.</li> </ul>
User Focus	<ul style="list-style-type: none"> <li>– Advocate for user needs and experiences in all solutions and improvements.</li> <li>– Use feedback to refine processes and systems.</li> <li>– Ensure outcomes deliver tangible value for users.</li> </ul>
Continuous Learning	<ul style="list-style-type: none"> <li>– Keep skills and knowledge up to date with industry and technology trends.</li> <li>– Seek opportunities for self-improvement and development.</li> <li>– Share knowledge and best practice with colleagues.</li> </ul>
Professionalism and Integrity	<ul style="list-style-type: none"> <li>– Act ethically, with discretion and integrity in all dealings.</li> <li>– Uphold organisational values and codes of conduct.</li> <li>– Handle sensitive information responsibly and confidentially.</li> </ul>
<b>Person Specification</b>	
<p>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.</p> <p>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.</p>	

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/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 culture.

## **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.