

Business Analyst

The role involves in supporting customer projects by providing on-site support to generate business improvements.

Primary tasks:

- Conducting research and information gathering
- Interviewing customers employees and summarising feedback
- Documenting outcomes/information from a variety of sources
- Running workshops and providing outputs
- Creating presentations/spreadsheets/plans and other documents
- Solving problems
- Analysing information and providing insight – highlighting key themes and messages
- Creating progress updates
- Identifying issues and escalating them
- Liaising with key stakeholders
- Presenting at meetings
- Creating process maps/flow charts

Skills and Experience:

- Awareness of organisations and how they operate
- Excellent IT skills – excel, outlook, word, powerpoint
- Excellent interpersonal skills and telephone manner and the ability to manage customer relationships
- Excellent organisational skills and the ability to create plans
- Good communication skills
- Previous experience of demonstrating resilience in a work environment
- Previous experience of adapting to different situations

Personal attributes:

- Be naturally inquisitive and comfortable asking lots of questions
- Have a positive attitude and energy
- Be tenacious in their resolve to get things done
- Be flexible and willing to get involved in all aspects of project support
- Be self-motivated and able to manage their own workload
- Enjoy working as part of a team but be equally capable or working on their own
- Be aware of confidentiality and sensitive to personal information
- Be enthusiastic and willing to learn - taking responsibility for their own development and progression

i-Realise Core behaviours:

At i-Realise we believe all of our employees should possess the five core skills to deliver successful change. Applicants must be able to offer examples of how they have ensured business readiness by applying these skills in the past.

- Curiosity
- Clarity
- Focus

- Tenacity
- Teamwork