

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Technical Business Analyst

Who's in my team?	
Team	Data & Technology
Line Manager	IT Development Manager / BI Manager
My direct reports	N/A
Updated	December 2024

What's my role?
Responsible to serve as the bridge between Moat's technical teams and business stakeholders, ensuring that technology & data solutions align with Moats operational and strategic objectives, and that business requirements are developed into technical specification in readiness for development and delivery.
What am I accountable for?
<ul style="list-style-type: none">• Requirements gathering: Collaborate with business stakeholders and the business transformation team to elicit, document, and analyse business and technical requirements for projects and initiatives.• Analysis & documentation: Translate business requirements into technical specifications, data models, and process flows, ensuring clear and comprehensive documentation is developed and stored accordingly.• Solution design: Work closely with technical & data teams to design and propose technical solutions that meet business needs, considering scalability, security, and best practices.• Project coordination: Serve as the liaison between business stakeholders and technical teams, facilitating communications, managing expectations, and working with project managers and IT project managers to ensure project timelines are met.• Testing & quality assurance: Collaborate with business stakeholders and business transformation to define test cases, validate solutions meet requirements, and participate in the testing process.• Change management: support Moat's change and technical change management processes, proving insights into potential impacts on business processes and helping to develop options to mitigate or manage impact.

- **Continuous improvement:** Identify opportunities for process optimisation, efficient improvements, and technology enhancements.
- **Resource management:** define accurate profiles of the duration & effort associated with technical changes, working with the IT project manager and business transformation team to identify resource availability.
- **Data analysis:** Analyse data sets to identify trends, patterns, and opportunities for process improvements, and present findings to support decision-making.
- **Complaints Lead Officer:** Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- Carrying out my work in line with our:
 - Professional standards, reflecting our values and behaviour framework
 - Policies, procedures, and code of conduct
 - Commitment to equality, diversity, and inclusion
 - Health and safety responsibilities
 - Confidential reporting (whistleblowing) policies

What do I need?

Entry Requirements:

- Good standard of education.
- Strong 'all round' technical knowledge (infrastructure & applications)
- Proven experience as a Technical Business Analyst
- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills, with the ability to communicate complex technical concepts to non-technical stakeholders.
- Knowledge of business process modelling and workflow analysis
- Familiarity with project management methodologies and software development lifecycles.
- Detail-oriented with a strong focus on quality and accuracy
- Ability to work collaborative as a team and independently

Proficient Requirements:

- Proficiency in data analysis, including the use of data analysis tools and techniques.
- Business analysis qualifications (e.g., ECBA, CCBA, CBAP, PMI-PBA, etc)
- ITIL Foundation or above