

Person Specification



Reference Number	MUL115
Role Title	Business Analyst
Directorate	Multiple
Department	Multiple
Reports to	

Person Specification	
Proven ability to review and design customer journeys and end to end processes to address customer service issues and improve efficiency	Essential
Proven ability to work collaboratively with a diverse group of stakeholders	Essential
Ability to ensure data management policies are maintained, tested and applied to change initiatives and data integrity maintained	Essential
Experience of managing a complex and diverse workload understanding different customers and their needs	Essential
Ability to analyse data & interpret customer information, highlighting relevant trends or issues to managers in order to support informed decision making	Essential
Highly organised, capable of handling multiple tasks simultaneously and meeting deadlines	Essential
Business or Data Analysis qualification or equivalent experience	Essential
Great knowledge of the Microsoft Office or other analytic tools available to support data management and process / systems development	Desirable