CREATING
COMMUNITIES
TOGETHER

SOUTHERN
HOUSING

Senior Business and Systems Analyst

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners are at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

This role's strategic purpose is to ensure we achieve the Transformation Plan and Strategic Plan Objectives.

These are:

- To be the best large landlord for repairs by 2027
- Achieving a C1 regulatory rating by 2028
- Achieving efficiency targets of our long-term financial plan

To support the successful delivery of Southern Housing's Transformation Programme this role will work in cross-functional Transformation programme/project teams to analyse, document, and optimise business processes, systems, and data.

Reporting to the Service Design Manage this role will:

- Lead the business and systems analyst function for Transformation Programmes and Projects, managing additional resources as and when required including resources from business teams or external resource specialists
- Have specific system/product focus (i.e. Customer Dynamics, MRI Housing Enterprise, 8x8 contact centre platform etc)

Southern Housing Limited a charitable housing association and registered society No. .
Southern Home Ownership Limited a registered society No. 18521R.
Southern Space Limited company registration No. 5437850.
Southern Development Services Limited company registration No. 5400187.
All registered in England with registered office at Fleet House, 59-61 Clerkenwell Road, London EC1M 5LA.

- Define the starting point for Transformation programme/projects by clearly documenting and building deep knowledge in current state ways of working and system configuration.
- Work closely with the Transformation Service Designers and the Transformation Change Management team to take our business from ‘current state’ to ‘future state’ ways of working aligned with the Transformation Programme
- Collaborate with product managers, and technology, data and business leads to map end-to-end ‘current state’ business processes and system workflows.
- Work with the Transformation Service Designers and Transformation Change Partners to support the implementation of change with a focus on Testing
- Lead and manage additional business and systems analyst resources as and when required to ensure the Transformation Programme is adequately resourced.

The location

You’ll be based at one of our main offices in either Farringdon, Croydon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you’ll be doing

The Senior Business and Systems Analyst is responsible for analysing and documenting existing business processes, systems and data for Southern Housing. A thorough understanding of the current state is necessary prior to recommending changes defined by Service Design – maintaining current state definition is a critical activity this role fulfils.

- Document and build deep knowledge of our organisations ‘current state’ processes and system workflows as part of cross-functional Transformation project and programme teams
- Lead workshops and engagement sessions with our business users and systems managers to gather information on current state processes and systems configuration, documenting this in high quality artefacts at pace to ensure clarity of understanding across the project teams and wider stakeholders
- Articulate current state findings to Solution and Integration Architects and the Data Quality team colleagues to ensure future state impact on application architecture, data quality and data models is understood
- As the Service Design team redesign services for the Transformation Programme, Senior Business and System Analysts will assess and communicate the impact of the new design on the current state business processes and system workflows to inform both Technology design and build, Data quality improvements and Change management - and ultimately ensure the future state is achieved.
- Support the Change Management team with the design and delivery of training, adoption and communication
- Lead on the design of test scripts and carry out testing of future state in collaboration with Change Partners
- Collaborate with architecture teams in Technology, Data and Transformation to ensure current state business objects are accurate and up to date and living documents so we always know our current state business process and systems configuration.
- Produce accurate and high-quality artefacts i.e. business process maps utilising BPMN 2.0 notation consistently to document process and system functions – these form the baseline for Transformation activity and as such are a crucial starting point.

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What you'll need:

Experience

You will have experience with:

- Business process, systems and data analysis within large-scale change programmes.
- Agile, cross-functional teams in delivering complex projects
- Working with designers to deliver redesigned services, business processes and systems configuration
- Analysing and documenting data quality, data models defining recommendations to ensure future state can be achieved
- Mapping data categories and data sources as part of delivering digital / technology projects
- Presenting effectively to a range of stakeholders including senior leadership, technology, data and change teams to ensure complex concepts and current/future states are understood
- Leading discovery and playback sessions with a wide range of stakeholders including residents / service users and business colleagues
- Test script development and running testing of systems and processes
- Experience using BPMN 2.0 Visio, Miro, JIRA in delivering complex projects and programme of change
- Experience leading business and system analyst resources to deliver change.
- Demonstrate a clear understanding of how to use Artificial Intelligence (AI) tools responsibly, in line with Southern Housing's AI Ethics Framework and Artificial Intelligence Policy. This role requires a risk-aware mindset—balancing innovation with caution—ensuring AI is used to enhance service delivery while safeguarding resident trust and regulatory compliance.

Skills and Knowledge

- People leadership collaboration skills
- Strong understanding of housing management, asset management, and repairs systems (e.g. NEC, ROS, AMS).
- High quality communication and visual presentation skills
- Skilled in process mapping, requirements gathering, and stakeholder facilitation.
- Skilled in development of test scripts and carrying out UAT and systems/integration testing
- Strong knowledge of social housing regulation including Consumer Standards (e.g. Neighbourhood and Tenancy standards, Safety and Quality Standards, TSMs) and Economic Standards.
- Strong skills in BPMN 2.0, Visio, Miro, JIRA, Power BI

Values and Mindset

- Strong analytical mindset with attention to quality and detail.
- Collaborates openly with a problem-solving mindset, stepping into other design and change roles where appropriate

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Leadership

- Ability to influence, manage and resolve conflict, demonstrating traits and demeanour that demand credibility and respect.

Qualifications

- Industry recognised Business Analysis and/or Project Management qualifications (e.g. ISEB /IIBA, Prince2 /APM or equivalent)
- Educated to 'A' level or equivalent.

Desirable

- Bachelor's degree in Computer Science, Data Science or any related field that enables the roles functions.

Able to travel within the south of England as required.
Able to work additional hours as required to meet business needs and deadlines

LT Directorate:	Transformation
Location/Regions covered by this role:	All regions
Last updated:	September 2025

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