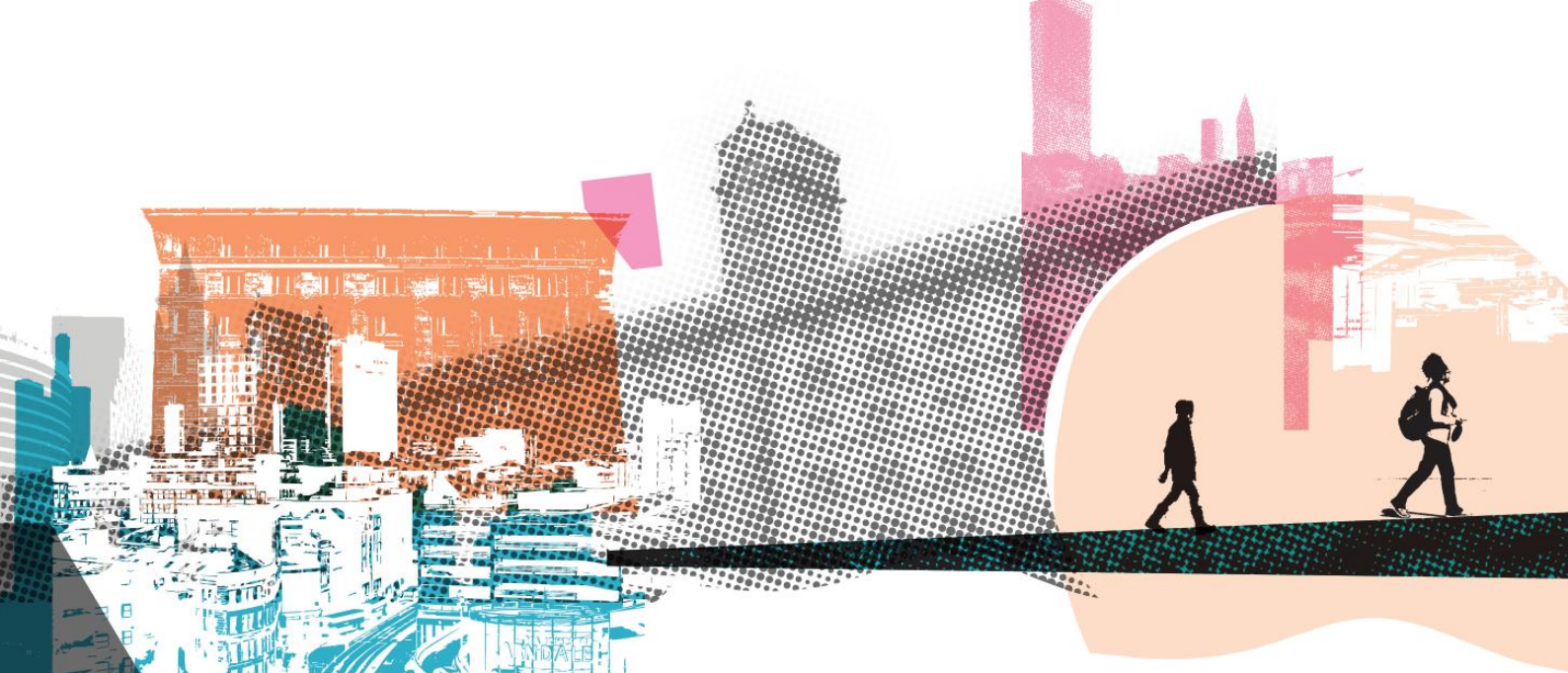


THE BIG LiFE GROUP



Technical Business Analyst Level 4 Apprenticeship

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

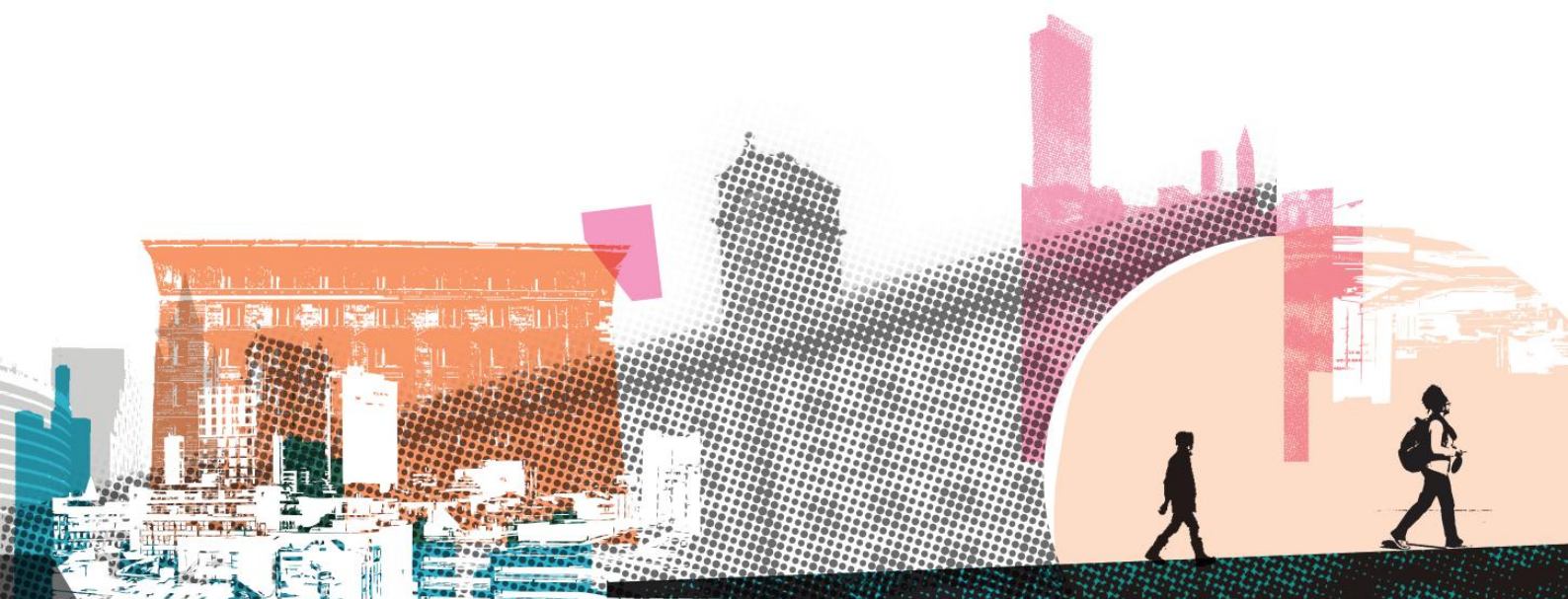
Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job description: Technical Business Analyst Level 4 Apprenticeship

The basics

Salary

£26,016 (NJC point 4)

Hours

35 hours per week on a permanent basis

Annual leave

25 days, increasing to 30 days after five years

Base

Zion Centre, 339 Stretford Road, Hulme, M15 4ZY. This role will primarily remote, with a requirement to attend Big Life offices as needed, up to two days per week.

Deadline for applications

Monday, 26 October

We recognise that AI tools can be useful in supporting job applications, for example by helping with spelling, grammar, structure, or clarity. However, the content of your application should reflect your own skills, experience, knowledge, and ideas. You may be asked at interview to expand on or discuss any part of your application.

What you'll be doing

You will support the development, improvement, and implementation of digital systems and business processes used across Big Life. Working as part of our technology team, you will learn how business analysis helps organisations understand problems, identify user needs, and develop practical digital solutions.

This is an apprenticeship role, so you will not be expected to arrive with all the technical knowledge already in place. You will receive training, support and supervision while gaining hands-on experience of business analysis, systems improvement, stakeholder engagement, requirements gathering, process mapping, testing and implementation.

You will work with colleagues from different services to understand how systems are used, where processes could be improved, and how technology can support better outcomes for staff and the people who use our services.

You will help document current ways of working, support the analysis of business and user needs, and assist with testing and rolling out changes to systems and applications.

By doing this role, you will be well placed to build a career in business analysis, digital transformation, systems support, or technology-enabled service improvement. You will work towards the Level 4 Business Analyst apprenticeship standard over the first 12-18 months in post, developing the knowledge, skills and behaviours needed to become a confident and effective business analyst. 20% of your working week will be spent focusing on your apprenticeship qualification.

Above all, you will gain practical experience of how digital systems, data, processes and people come together to support services across a values-led organisation.

Main duties

- Learn how to investigate business problems, user needs, and opportunities for improvement.
- Support requirements gathering by speaking with colleagues, asking questions, and documenting what services require from systems and processes.
- Assist with process mapping, helping to describe how things work now and how they could work better in the future.
- Help document functional and non-functional requirements for new or changed systems.
- Support the testing of new tools, system changes, and upgrades, including user acceptance testing.
- Assist with the implementation and rollout of new systems, applications, and process changes.
- Help maintain clear documentation, guidance notes, process maps and records relating to applications and systems in use and business change.
- Support the analysis of data and information needs, including data quality, accuracy, and secure handling.
- Work with technical and non-technical colleagues, helping to translate business needs into clear information for developers, suppliers, and system users.
- Assist with researching and evaluating digital tools, third-party applications, and opportunities for service improvement.
- Support colleagues with troubleshooting, problem solving, and identifying the root causes of system or process issues.
- Learn about relevant legislation, standards and organisational policies, including data protection, information governance, accessibility, and safeguarding.
- Take part in apprenticeship learning, supervision, mentoring, and off-the-job training as required.
- Keep up to date with developments in technology, digital services, and business analysis practice.
- Undertake any other duties as required, and as appropriate to the apprenticeship role.

Work-related expectations

- Work to Big Life's mission and values
- Contribute to Big Life's development
- Adhere to safeguarding, information security and all other Big Life group policies
- Identify and attend training as required
- Work in accordance with all relevant legislation
- Undergo regular one to one meetings and an annual review

Person Specification: Technical Business Analyst Level 4

Apprenticeship

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

- Experience using IT systems, digital tools, or databases in work, education, volunteering, or personal projects.
- Experience communicating with different people, including asking questions, listening carefully and sharing information clearly.
- Experience organising tasks, managing priorities, and meeting deadlines.
- Experience working as part of a team to solve problems or improve how something works.
- Experience of noticing issues in a process, system or way of working and suggesting improvements.
- Experience handling information accurately and responsibly.
- Experience learning new systems, software or technical information would be helpful, but is not essential.

Skills

- Able to communicate clearly with a range of people, including both technical and non-technical colleagues.
- Able to question assumptions and explore the root cause of issues to ensure proposed solutions address the real problem.
- Able to organise work, manage competing priorities and follow tasks through to completion.
- Able to work with detail and maintain accurate records, notes and documentation.
- Able to use standard IT packages such as Microsoft Word, Excel, Outlook and Teams.
- Able to learn new systems, applications, digital tools and AI-assisted technologies with support and training.
- Able to describe processes clearly, either in writing, diagrams or step-by-step notes.
- Able to identify opportunities to improve processes and support people to adopt more effective ways of working.
- Able to analyse information and identify patterns, issues or opportunities for improvement.
- Able to work independently when needed, while also contributing positively to a team.

- Able to choose the most effective communication and engagement approach for the audience and situation.
- Able to adapt communication style for different audiences.
- Able to handle data and information securely and confidentially.
- Able to take feedback, reflect on learning and apply it to future work.

Knowledge

- An interest in how technology can be used to improve services, processes and outcomes.
- An understanding of the importance of good communication when working with different stakeholders.
- An awareness of why organisations need accurate information, clear processes and reliable systems.
- An understanding of the importance of data protection, confidentiality, and secure information handling.
- An awareness of accessibility, usability and user experience when developing or improving digital systems.
- An understanding that business analysis involves identifying problems and user needs before jumping to solutions.
- An interest in learning about business change, process improvement, requirements gathering, testing and system implementation.
- An understanding of, or willingness to learn about, the values and mission of the Big Life group.

Education

- GCSEs, or equivalent, in English and MathsMath's.
- Applicants must be willing and eligible to complete the Level 4 Business Analyst apprenticeship.
- You must be willing to undertake apprenticeship learning, including off-the-job training, portfolio development, and end-point assessment.
- A qualification or previous study in IT, digital, business, data, computing or a related subject would be helpful, but is not essential.

Personal

- Positive outlook and a 'can do' attitude
- Personal resilience and flexible attitude in the face of difficulties
- Commitment to working towards the Big Life group's missions and values including having a non-judgemental approach
- Commitment to personal development, including attending a level 6 study programme linked to the role and willingness to regularly update skills and experience



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thebiglifegroup.com