

Yorkshire Housing Role Profile

Job title:	Integration Analyst	Leader of others:	No
Reports to:	Infrastructure Manager	Contract type:	Agile Homeworking
Business area:	Technology, Insight and Change	Car allowance:	No
Budget holder:	No	DBS required:	No

Job purpose

As an Integration Analyst, you'll play a pivotal role in delivering Yorkshire Housing's integration strategy - helping us move from fragmented, manual processes to a connected, API-driven environment. You'll work closely with colleagues across Technology and the wider business to design, build, and support integrations that enable seamless data flow and joined-up services.

This is a hands-on, delivery-focused role suited to someone who enjoys solving real-world problems through smart, scalable integration solutions. You'll be instrumental in embedding integration into projects, supporting our use of MuleSoft, and helping shape how systems interact across the organisation.

Key responsibilities

Integration Design and Delivery

- Build and maintain APIs and integration flows using MuleSoft and other tools.
- Translate business and technical requirements into integration specifications and patterns.
- Deliver integrations aligned to the transformation roadmap, working closely with architects and project teams.
- Support testing and quality assurance of integrations, ensuring they meet functional and non-functional requirements.

Monitoring and Support

- Monitor the performance and reliability of integrations, proactively identifying and resolving issues.
- Provide ongoing support and maintenance for live integrations, ensuring they remain secure, efficient, and aligned with business needs.
- Maintain a catalogue of integrations and associated documentation.

Collaboration and Governance

- Work with the Solutions Architect and Technical Architect to ensure integrations align with architectural principles and standards.
- Participate in governance processes (e.g. TDA, CAB) to review and approve integration designs and changes.
- Promote reuse of integration components and adherence to agreed standards.

Capability Building and Knowledge Sharing

- Contribute to the development of internal integration capability, including mentoring and upskilling Support Analysts within the wider team.

- Share knowledge and best practices across the team, supporting a culture of learning and continuous improvement.
- Help embed integration planning into project delivery and procurement processes.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility and level of this post as directed by the management team.

What you'll bring to the role

The main things:

Technical and Analytical Skills

- Hands-on experience designing and building integrations using MuleSoft or similar platforms.
- Strong understanding of API development, RESTful services, and integration patterns.
- Ability to analyse and document integration requirements clearly and effectively.
- Familiarity with DevOps practices for managing code, version control, and release pipelines.

Problem Solving and Delivery

- A pragmatic, delivery-focused mindset with the ability to balance short-term needs with long-term goals.
- Experience supporting live integrations, including monitoring, troubleshooting, and performance tuning.
- Comfortable working with both point-to-point and platform-based integration models.

Collaboration and Communication

- Strong interpersonal skills with the ability to work across technical and non-technical teams.
- Experience working in cross-functional project teams and contributing to shared outcomes.
- Clear communicator, able to explain complex technical concepts in accessible terms.

Ways of Working

- Self-motivated and organised, with the ability to manage your own workload and priorities.
- Comfortable working independently and collaboratively in an agile homeworking environment.
- Willingness to learn and adapt as our integration capability evolves.

Values and Organisational Fit

- Personal values and approach that align with Yorkshire Housing's values.
- Understanding of Equality, Diversity and Inclusion and how this is applied in service to customers and colleagues.
- Ability to work flexibly in line with Yorkshire Housing's Hub, Home and Roam principles.

It would be a bonus if you have:

- Experience working in a housing, not-for-profit, or public sector environment.
- Familiarity with Postman or similar tools for API testing and collaboration.
- Exposure to Azure DevOps or similar CI/CD tools.
- Knowledge of data protection and security principles in integration contexts.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say
Be curious • Think differently • Ask questions • Keep learning
Make it happen • Own it • Do it • Be empowered
Achieve impact • Do things that matter • Deliver results • Show pride and passion
Have fun • Enjoy work • Be yourself • Stay connected

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:

August 2025