



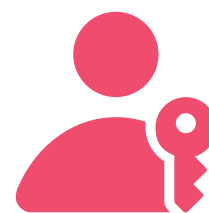
**Yorkshire
Housing**

Lead Business Analyst


June 2026




Key information about the role




Lead Business Analyst


 **Business area:**
Change

 **Reports to:**
Transformation Programme Manager

 **Leader of others:**
Yes

 **Contract type:**
Agile Homeworking

 **Budget holder:**
No

 **Car Allowance:**
No

 **DBS check required:**
No

About the role

Role purpose

Yorkshire Housing is on an exciting journey to transform how it operates to deliver a great customer and colleague experience.

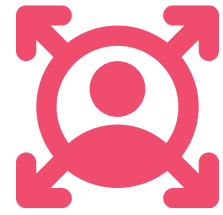
As the Business Analyst Lead, you'll shape the future of Yorkshire Housing by leading a high-performing Business Analysis team driving transformational change. Your team will carry out analysis activity across workstreams and projects and/or with defined pieces of work to identify business and user needs, opportunities to remove waste and inefficiency, capture requirements, create user stories and propose solutions all to help YH deliver our Business Strategy.

You will use your proven demonstrable experience in leading Business Analysts and working in complex transformational change environments to lead, challenge, influence and shape all BA outputs to assist YH in delivering our transformation journey.

The post holder will contribute to the ongoing development and continuous improvement of how change is managed and delivered across Yorkshire Housing and will work closely with the Business and Solution Architects to ensure all outputs align and support the delivery of our Target Operating Model.

The postholder will also be responsible for the line management of the Business Analyst team, ensuring that the team are suitably skilled and experienced for the tasks that they are assigned, are supported and mentored throughout their work and all team members are able to contribute to our transformation journey.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

Leadership

- Lead the Business Analyst team providing expert advice, guidance and coaching to all members, to increase their skills.
- Provide Line management for all team members, ensuring that annual objectives, 1-2-1 meetings and appraisals are conducted for all team members.
- Manage allocation and utilisation for all members of the team, ensuring that team members are allocated to suitable work and a forward view of resources is maintained, in conjunction with the PMO.
- Create mentoring and upskilling pathways for each member of the team to allow them to increase their skills and utility to Yorkshire Housing.
- Plan and lead Business Analysis for projects and workstreams providing end to end business and process design / delivery.
- Regularly review and propose updates to methods and tools to support future change projects.

Strategic

- Understand the organisation's business strategy and objectives and maintain a good understanding of Yorkshire Housing's technical landscape.
- Support Senior Management and Programme/ Project Managers with strategic analysis using appropriate analysis and investigation techniques.
- Able to think holistically and bring strategic vision, commercials, and long-term impacts together to propose the best solutions appropriate for the organisation (People, Process & Technology)
- Identify and recommend better ways of working to the business, by investigating and analysing current business situations. Working alongside technical and information security colleagues produce and evaluate solution options, communicate evidence-based recommendations to stakeholders.

Technical

- Identify and proactively manage stakeholders at all levels throughout the project lifecycle and effectively liaise between the project team and the business.
- Partner with Business stakeholders to challenge and influence them to focus on root cause issues and value realisation.

- Be an innovator, look for new and different ways to solve problems leveraging both existing and new to Yorkshire Housing solutions people, process, and IT solutions.
- Elaborate the high-level business requirements during development/ design.
- Assess proposed changes, perform impact analysis and be the business representative during the development/ design phase of the project lifecycle.
- Work across project life cycle/ small change/ continuous improvement to ensure consistency across all YH activity.
- Ensure the needs of the business are being met through continual review of implementation.
- Act as a change advocate and communicate the benefits of change positively to the business.
- Support identification and quantification of benefits and the changes required as part of benefit realisation



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you bring to the role?



The main things:

- A minimum of 5 years' experience in business analysis/ design
- A minimum of 2 years People Management experience including mentoring and professional development of team members.
- Demonstrable experience and skill in process improvement techniques to drive out waste and increase efficiency across all areas of YH.
- Exceptional analytical and conceptual thinking skills
- Articulate communicator able to challenge stakeholders effectively to create fresh solutions
- Experience of acting as a lead designer/ analyst for a significant platform/ application implementation (e.g. Salesforce, Workday.)
- Experience of assessing, reviewing, and documenting existing and future solutions against requirements and making informed recommendations
- The ability to influence stakeholders at all levels and work with them to determine acceptable solutions to their problems.
- Retains a perspective during debates which may have conflicting views and outcomes, demonstrating resilience and a calm approach when under pressure.
- Strong facilitation skills both face to face and remote including experience of leading (e.g.) project steering committee/ project board.
- Experience of using qualitative and quantitative investigation techniques.
- Appreciation of Waterfall and Agile methodologies
- Previous exposure to a continuous improvement methodology with a history of leading and supporting successful projects.
- Experience in developing or contributing to business cases and options appraisals.
- Competency in Microsoft Office suite and process modelling tools
- Ability to work as part of a team and on own initiative.
- Excellent planning and time management skills
- Change advocate, with a willingness to tackle unfamiliar problems and enable others to offer their talents and expertise.
- Able to work flexibly, including undertaking travel within the Yorkshire region for meetings when required.
- Eagerness to develop own skills and those of your team and adapt to change.
- Personal values and approach that align with YH's values.
- Ability to work flexibly in line with Hub, Home, and Roam principles.
- An understanding of Equality, Diversity, and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Relevant professional qualification in Business Analysis. (e.g. BCS, IIBA or PMI)
- Process Improvement qualifications (Lean/Six Sigma)
- Housing sector experience with a knowledge of housing processes

- Business architecture experience i.e., aligning strategic objectives and tactical demands.
- Experience testing business systems.
- Experience Training on business systems.
- Full UK driving license

Our Yorkshire Housing values



What are they?

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.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

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.

