

## Job Description: Business Analyst

**Position Type:** Permanent.

**Location:** Farnborough head office or remote.

**Benefits include:** 25 days holiday + 3 additional days over Christmas, private healthcare, life insurance, company pension scheme, Cycle-scheme, free non-fiction book scheme.

**Working Hours:** Full time.

**Start date:** ASAP.

### Purpose of the role

everyLIFE' s mission is to create and support innovative technology solutions that support the delivery of care.

The role of Business Analyst is to support our data-led approach to business transformation. This will focus on internal processes as well as market-facing activities to enable the effective delivery of our individual, team, and company objectives. The Business Analyst will also support administration of Salesforce.

Measures of success will be developed, agreed, and then inform your objectives.

### You will:

- Be at the heart of everyLIFE; supporting all teams to drive improvement. You will deliver through a 3-stage approach: 1. Scan – Collate information, consult, research and develop options. 2 – Focus – Options appraisal, budget approval, team set up. 3. Act – Implement chosen option(s), support those impacted and track benefits.
- Bring innovation, rigour, resilience, and enthusiasm to the role.
- Work to tight deadlines across multiple projects.
- Given the quantity and nature of data being handled, there will be a need to align with data governance standards and best practice.
- Work with teams to identify, appraise and prioritise improvement opportunities.
- Provide support and process to bring pace and rigour to corporate projects.
- Assess, design, and implement changes to everyLIFE's Salesforce platform as well as supporting colleagues with day-to-day use.
- Identify and source new data sets, extracting from a range of sources and importing into everyLIFE systems.
- Interpret data, analyse results, identify patterns and trends, and share insight across everyLIFE teams.
- Share data insight through a range of channels to meet the needs of everyLIFE teams and customers.
- Manage company-wide benefits delivery approach, including customer, financial, operational, and wider benefits.
- Maintain care sector awareness and appreciation, staying up to date with relevant trends and changes in the sector.
- Embrace a culture of continuous business improvement and self-development including any training needs to increase business and individual effectiveness.

- Demonstrate the ethos of privacy by design within the company's products and services; recognising at all times the company's responsibilities with regard to maintaining and processing personal data on behalf of the company's customers and their care receivers / data subjects.
- Commit to our culture of high performing teams, with a shared vision, right mix and a focus on quality results.

**You have:**

- Experience of data analytics and visualisation.
- Experience of requirements gathering.
- Experience of process mapping.
- Experience of data capture and validation.
- Salesforce administration experience.
- Project management experience.
- Experience of benefits realization.
- Strong verbal and written communication skills.

**You may have:**

- An understanding of the care sector
- LEAN quality improvement
- Experience of change management techniques
- Data enrichment experience
- Pardot experience
- Financial appraisal experience
- Business case development experience
- Training experience