

JOB DESCRIPTION

Job Title	Business Analyst (FTC)
Reports To	CFO
Function	Finance
Version/Date	February 2026

Job Purpose

The Business Analyst will support the implementation of a new CRM system predominantly and assist the wider transformation/assessment of business systems across the company.

Acting as the interface between the IT team and the Commercial / BD / Marketing collective , the role will be instrumental in gathering, analysing and translating commercial operational requirements into a fit for purpose technical solution.

Working closely with IT you will look to drive improvements to internal processes, and help improve or replace legacy systems used by the company.

To act independently and as part of the team as a Business Analyst.

To establish good working relationships across the business but particularly with, Commercial, BD and Marketing

Key Responsibilities

- Analyse current systems (on prem/cloud) used by the relevant functions
- Create clear and concise documentation, including requirements, processes, functional specifications and technical requirements
- Analyse existing CRM's to determine suitability against requirements and identify alternative solutions and support soft market testing if required
- Support the business in the selection of a CRM.
- Act as a liaison between relevant teams and technical resources throughout project delivery
- Support configuration, testing, training, and successful implementation of CRM platform and assist other systems across the business
- Identify opportunities for process automation and key system(s) reporting
- Work with external suppliers to ensure timely delivery of solutions

Skills/Experience

- Proven experience in a Business Analyst or Systems Analyst role. This will ideally have been in a manufacturing or engineering environment.
- Experience of both waterfall and agile delivery
- Strong understanding of CRM systems, including Salesforce
- Demonstrable ability to bridge the gap between non-technical stakeholders and technical teams
- Skilled in requirements gathering, business process mapping (Visio) and writing functional specifications
- Strong analytical, problem solving and documentation capabilities

Desirable Skills/Experience

- Experience with CRM platforms
- Experience with Salesforce
- Exposure to reporting tools such as Power BI
- Understanding of data integrations and workflow automation
- Familiarity with SharePoint
- Exposure to SQL and associated database tools
- Knowledge of data security and working in regulated environments

Personal attributes and other requirements

- Flexibility and ability to sometimes work unsocial hours to perform out of hours tasks
- Able to connect remotely from home when required
- As a defence contractor, we have a number of security obligations placed upon the Company, which means that all our staff, must be able to successfully achieve the relevant security clearances

Working Conditions

- Primarily office based (in Newcastle upon Tyne)