**JOB DESCRIPTION**

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| **Job Title** | Business Analyst |
| **Reports To** | Head of IT |
| **Function** | IT |
| **Version/Date** | August 2025 |

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| **Job Purpose**  Reporting to the Head of IT, the Business Analyst support the successful rollout of a new ERP instance and the wider transformation/assessment of business systems across the company.    Acting as the interface between the IT team and the individual business units, the role will be instrumental in gathering, analysing and translating operational requirements into fit for purpose technical solutions.  This role is pivotal in ensuring business needs are met through correct selection of internal software platforms.  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 including business support functions, Projects, Business development and Engineering. |
| **Key Responsibilities**   * Gather information on systems (on prem/cloud) used by multiple business units. * Analyse current systems, particularly in preparation for deployment of the new ERP instance. * Create clear and concise documentation of processes. This will include functional specifications and technical requirements. * Act as a liaison between business teams and technical resources throughout project delivery. * Support configuration, training, and successful go-live of the new ERP platform and other systems across the business. * Assist departments (e.g. HR, Business Development) in selecting best in class systems and phasing out legacy platforms. * 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. * Strong understanding of ERP systems (Epicor experience desirable). * Demonstrable ability to bridge the gap between non-technical stakeholders and technical teams. * Experience with HR software solutions and awareness of their integration into other internal systems. * Skilled in requirements gathering, business process mapping and writing functional specifications. * Strong analytical, problem solving and documentation capabilities.   **Desirable Skills/Experience**   * Experience with HRIS platforms * 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) |