

Business Analyst

Idox GeoSpatial

UK, home based, with occasional travel

About the role

This is a fantastic opportunity for **Business Analyst** to join our GeoSpatial Product team, working in a varied and enriching role, with great opportunities to train further and build a career with Idox. You'll be joining a team with well-established colleagues, able to support you to be able to make your mark quickly. We are particularly keen to hear from candidates able to start quickly, with a level head and a keenness to learn.

Responsibilities include developing strong relationships with customers, connecting with key stakeholders, and producing quality, detailed design and requirements documentation. In this role, you will liaise with cross-functional internal teams (including the Product Manager and Development).

Idox will provide the mentoring and development you need to succeed as a member of our team, so that you can apply your existing expertise to support our customers. You'll be involved in investigating and delivering new system enhancements, forward planning, customer workshops and the provision of timely and reliable management information to support Idox business strategy, goals, and objectives. You will be representing the whole range of our solutions to new and existing customers and will be encouraged to bring insights and intelligence back to the Group.

Key Responsibilities

- Gain an understanding of GeoSpatial products, services and customers
- Work with and develop strong relationships with the project stakeholders (such as customers, development and data teams) to understand and investigate feedback
- Facilitate and lead requirement elicitation workshops and user groups
- Work with development to produce estimates for pieces of work or projects including functionality changes
- Map end user functionality to key business requirements
- Produce quality, detailed design documentation including solution overviews, use cases, user stories, and storyboards, to be leveraged by Development and Data
- End to end ownership of entire product development projects/releases from a BA perspective
- Participate in scrums, development reviews and retrospectives to ensure adherence to requirements
- Manage and communicate scope change throughout the development life cycle
- Carry out demonstrations of new features to internal and external customers
- Ensure processes are created to evaluate the impact of the changes made, oversee and report on this evaluation
- Contribute to the training and support of all internal departments affected by the system changes
- Assist with maintenance of product roadmaps
- Help produce content for marketing that highlights business benefits and capability of new product features
- Update product documentation and user guides to reflect new product features and capability
- Provide pre-sales support and demonstrations to support new business sales activities
- Uphold and adhere to Idox Information Security policies and procedures.

To be successful, you should bring:

- Experience and knowledge of working with data and software
- A consultative approach, able to influence others to support objectives
- Demonstrable ability to build relationships with and communicate to customers
- Experience of producing design specifications and supporting documentation
- Proven ability to juggle multiple projects at a time, while maintaining sharp attention to detail
- Excellent listening and communication skills
- An ability to form strong and mutually beneficial business relationships
- A track record of achieving goals and objectives
- Strong written, listening, and oral communication skills
- Ability to deliver training and manage user groups for a variety of stakeholders
- High level of commitment and passion for achieving levels of service excellence
- Excellent time management and prioritisation skills
- Negotiation skills.

Additional attributes welcome:

- An understanding of UK Geospatial market place, products and software
- The ability to scope and interpret customer needs and create requirements documentation for our Development teams to work from.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more. We employ around 660 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to Apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to join.us@idoxgroup.com

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>