

Job Description: Technical Business Analyst

General role information	
Job Title:	Technical Business Analyst
Reporting to:	Head of DDaT Portfolio Delivery
Salary Band:	Band J
Notice period:	3 months
Budget Responsibility	No
Contract type	Permanent
Direct Reports	No
Client facing role	Yes
Key stakeholders – internal	Yes
Key stakeholders – external	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p> <p>We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.</p>	

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The department / team

The Digital, Data and Technology (DDaT) team in the UK business is made up approximately 40 colleagues. We have successfully delivered major DDaT change to benefit both MSIUK but most importantly our clients.

Over the last few years, we have made good progress across a number of digital initiatives. In 2018, we launched a new website to act as our digital front door to our clients. During 2020-2024 we completed significant shifts from on premise to cloud products, build of a data warehouse, automation of processes and so much more, all benefiting our clients access and experience. 2025 onwards is now our growth phase and we are renewing our DDaT strategy, for the next 3 years.

Our DDaT vision for clients is to 'Deliver a seamless, digitally-enhanced user journey to ensure patients are informed, supported and empowered'.

Our objectives are:

1. Establish a robust digital infrastructure
2. Allow innovation to be driven by our clients and staff
3. Empower clients to take ownership of their care
4. Provide more choice and convenience
5. Further enhance the quality of our service

The DDaT team encompasses the following areas:

- Portfolio Delivery
- Digital, Marketing and Communications
- Business Intelligence
- IT/ Technology
- Product Team

The Portfolio Delivery covers all aspects of technical project management and service improvement. Managing a variety of technical tasks of all sizes, from large electronic patient record (EPR) delivery, to smaller service pathway changes and process automation.

The role

As Technical Business Analyst you will lead the analysis, identification, design, prioritisation and implementation of process and technical business changes to improve business operations and services. You can improve business performance by identifying where changes can be made and how technology can be used, including process automation opportunities, defining the costs and benefits of new approaches, and establishing metrics of success. You will be involved in the implementation or management of DDaT enabled process improvements.

This is a unique opportunity to bring your skills, experience and passion for enabling change to a growing and critical healthcare organisation. Within the DDaT Portfolio you will support over 110000+ clients a year.

You will work closely with the Product Owners, Project Managers, Business Intelligence team, IT and

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Digital teams, Governance, Contact Centre, Clinical site colleagues and operations, Clinical Safety, UK Learning & Development team, Global Information Services, all colleagues across the business and will need to be confident to liaise with stakeholders at board/director level.

The objective of this role is to support the business on any initiative necessary to improve the client journey within MSI UK, on small pathway changes to larger technical projects or advanced technical product enhancements alongside process improvements to enhance the client experience and overall business.

A remote/home-based role with some travel expectations to key national sites. There will be opportunities to visit clinical sites across the UK to understand the flow of the business.

Key responsibilities

The role of the technical business analyst is to:

- **Analyse Business Problems:** Identify and assess business challenges or opportunities for improvement, ensuring that solutions align with organisational needs.
- **Understand Clinical Processes:** Collaborate with healthcare colleagues to map clinical workflows, client journeys, and pathways, ensuring that technology solutions meet the needs of clinicians and improve client outcomes, using automation where suited.
- **Client-Centric Approach:** Prioritise client safety, experience, and satisfaction by designing systems that enhance the client journey, reduce waiting times, and improve care delivery.
- **Integration with Existing Systems:** Facilitate the integration of new solutions with existing clinical systems (e.g., EPR, PACS), ensuring seamless data flow across stages of the client pathway.
- **Change Management:** Support the adoption of new technologies by assisting staff in managing change, including training and support for clinicians and non-clinical staff.
- **Outcome Measurement:** Define success metrics to track improvements in client pathways, ensuring solutions result in tangible benefits such as reduced errors, better outcomes, and streamlined processes.
- **Cross-functional Collaboration:** Facilitate communication between clinical staff, IT, Business Intelligence, Product, Digital and operational teams to ensure that all aspects of the client pathway are integrated into new solutions.
- **Requirements Gathering:** Collect business and user requirements for new systems, ensuring alignment with clinical and organisational needs. Develop detailed user stories and acceptance criteria.
- **Integration Planning:** Analyse and document how new solutions will integrate with existing systems, ensuring seamless interoperability.
- **User-Centric Design:** Ensure that new systems and processes enhance the patient experience and improve care delivery through intuitive, efficient design.
- **Success Criteria Definition:** Establish KPIs to measure the effectiveness and impact of new systems, focusing on client outcomes and workflow efficiency.
- **Risk and Impact Assessment:** Evaluate potential risks associated with new technologies, including client safety and system integration, and develop mitigation strategies.
- **Prioritisation of Requirements:** Use data-driven insights to prioritise features, focusing on delivering MVPs and incremental improvements to ensure value for clients and colleagues.

Key Skills and Experience

To perform this role, it is **essential** that you have the following skills:

- Established experience as a Technical Business Analyst.
- **Proven Expertise in Agile:** Strong understanding of Agile principles, able to work in fast-paced environments with an iterative, flexible approach. Encourage collaboration, risk-taking, and continuous improvement, ensuring alignment with MSI UK's objectives and user needs.
- **Problem Solving & Analysis:** Skilled in identifying, analysing, and communicating complex business problems and opportunities. Able to define requirements, assess feasibility, and develop business cases, ensuring solutions align with goals and deliver expected outcomes. Supports informed strategic and tactical decision-making.
- Business process improvement, utilising AI and process automation where suited.
- **Business Improvement & Implementation:** Lead the analysis, design, and prioritisation of process changes to enhance operations. Identify opportunities for improvement, define costs and benefits, and establish success metrics, while supporting the implementation of business improvements.
- **Risk & Issue Mitigation:** Strong understanding of risk management, knowing when to escalate issues.
- **Stakeholder Engagement:** Build and maintain effective relationships with both internal and external stakeholders.
- **Technical & Analytical Expertise:** Ability to apply strategic thinking in fast-paced environments, with strong technical and analytical skills.
- **Communication Skills:** Excellent communication and interpersonal skills, with a strong sense of responsibility.
- **Simplifying Complex Problems:** Skilled at finding simple solutions for complex use cases.
- **Agile Product Lifecycle Knowledge:** Expertise in all stages of the agile product development lifecycle, including strategy, story writing, backlog prioritisation, development, QA, and launch.
- **Information Presentation:** Ability to present technical information to non-IT staff clearly and effectively.
- **Digital & Technology Insight:** Deep understanding of current and emerging digital trends and their potential to support strategic goals, particularly around AI and automation, getting to know the DDaT capability and offering to best support the wider organisation.
- **Flexibility:** Willingness to work outside core hours, including weekends, and travel as needed for project meetings and requirements gathering.
- Be able to work outside of core hours or on weekend where a project may require it and travel for important meetings to clinics or Bristol / London offices and travel nationally for projects, requirements gathering or process improvement.

To perform this role, it is **desirable** that you have the following skills:

- Experience in working on IT/digital and data projects and/or health specific projects is advantageous
- Knowledge of working with NHS, CCG or CQC or healthcare environment

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Formal Education/qualification

- Formal Business Analysis accreditation (essential)
- Prince2 and/or Agile project management qualifications (essential)
- MSP (Managing Successful Programmes) qualification (desirable)

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions- oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: