**Digital Business Analyst (Level 1), Northallerton**

**Salary:** £32,909 - £35,411

**Grade:** J

**Contract:** Full Time, permanent

**Location:** Northallerton, Hybrid Working

**Experience / Qualifications**

* Relevant Business Analysis qualification, for example BCS Foundation or Diploma (preferred but not essential)
* Experience of working with customer groups to conduct user research
* Experience of generating test scripts and undertaking testing, both directly, and to facilitate it with others
* Experience managing stakeholders at a range of seniority, both internal and external
* Experience with digital products and services

**Role Summary**

We are looking for a Digital Business Analyst to join our Digital Products and Services team within the Technology and Change department. This is a unique opportunity to help to design, evolve and improve internal and external facing digital services. As a Digital Business Analyst, you will be passionate about customer experience. You will use customer data to shape your work, using your knowledge of business analysis tools and techniques to engage with customers, manage workshops, gather product requirements, maintain product backlogs and conduct testing to ensure we build high quality products with the best customer experience possible. You will be a champion for user needs and communicate your ideas confidently. You will illustrate complex processes, systems, concepts and situations in a way that makes them easy to understand for a wide range of audiences.

For an informal conversation about this opportunity, please contact Anne-Louise Arkle [Anne-louise.arkle@northyorks.gov.uk](mailto:Anne-louise.arkle@northyorks.gov.uk) or call 01609 797039.

Applying is easy, simply click on apply now, register your details, remove your personal details from your CV and upload by midnight on Sunday 12th February 2023.

If you are interested in more than one opportunity, please just apply once online, then email [Sophia.Pawson@northyorks.gov.uk](mailto:Sophia.Pawson@northyorks.gov.uk) or [Liam.phillips@northyorks.gov.uk](mailto:Liam.phillips@northyorks.gov.uk) detailing clearly all of the roles you wish to be considered for.

Job Description