



Digital Business Analyst and Project Lead

Job Description

Reporting to: Product Director

About the role

The Digital Business Analyst and Project Lead (Digital Lead) will be responsible for several critical areas, including leading the ongoing use and development of our Partner API and integration offer, working directly with digital teams in client organisations and software providers with our 'Star in other Software' offer, and leading on the scoping and delivery of a wide variety of digital projects.

This is a new role for our organisation, and they will work closely with our Digital Co-ordinator, our Product Leads, the Company Board and broader team to continue our digital transformation.

Outcomes of the role

- Outcomes Star is supported with effective digital tools, platforms and processes, so that our internal team and community of clients can work effectively.
- Client organisations and third-party software providers understand the Outcomes Star Partner API and Star in Other Software offer, and integration and direct build projects have the best possible chance of delivering value to client organisations and the people they support.
- Digital skills and competencies in our team continue to grow and develop, supporting our ongoing digital transformation, and there is strong collaboration with stakeholders across the organisation, key contractors, software providers and clients.
- Projects are built on solid analysis of requirements, with a focus on user value and outcomes, and agile principles are applied to make a project scope and delivery as successful as possible.

Main tasks

Outcomes Star Online Integration Project Lead

- Work closely with the Product Director and Product Manager to take our Integration offer out of pilot and into full launch so that it can be supported in a sustainable way.
- Oversee and lead our offer in this area, as well as managing each individual Integration project (4 currently live) with digital teams from client organisations and third party software providers.
- Support external digital teams to understand the Partner API and facilitate analysis and requirement identification for how the Partner API can work with external software – including drafting business process maps, user stories, and wireframes.
- Answer questions from developers engaging with the Swagger for Partner API, whilst also engaging frontline practitioners with limited technical understanding.



- Work with the Product Manager to liaise with our software sub-contractors for quality assurance, testing, troubleshooting and development of the Partner API.

Outcomes Star in other Software Project Lead

- Work closely with the Product Director and current Star in other Software Lead to oversee our offer in this area - managing risks to our intellectual property and product reputation, whilst doing what we can to embed best practice.
- Get to grips with third-party software and help clients and software providers understand our requirements for 'direct builds' (where OS intellectual property is reproduced in software, such as in form builders).
- Facilitate the build process, including supporting them to create effective 'build plans'.
- Ensure effective record keeping and monitoring of activity in this area.

Other digital projects

- Work closely with the Company Board and Digital Coordinator to develop and deliver realistic and ambitious plans across a wide variety of digital projects – including use of 365, Salesforce, new platforms for our practitioner community such as e-learning, and more.
- Lead on analysing business needs, user needs and technical feasibility, including investigating options for build-vs-buy.
- Prepare project scopes, business cases, process maps, user journeys, user stories – not to feed a bureaucratic machine, but to genuinely help with decision making and optimising investment of our time, energy and money for our social mission.

Management

- Line manage the Digital Coordinator, supporting their ongoing learning and development.
- Join the Leadership Team to inform and co-ordinate decisions and activity across the organisation.
- Any other duties as reasonably required.