

# Shortlister information pack

## Agile Business Analyst

Ref: 984-NAT-NAT-1-4495 Trac ID: 1430794 ESR ID: 45357048 Grade: NHS TCS 2018: Band 8a

### Vacancy details

<b>Employer / department</b>	Health Education England / 1. HEE - External Recruitment
<b>Cost code</b>	ASA552 Nat - TIS Programme
<b>Organisational Unit 1</b>	National
<b>Organisational Unit 2</b>	Nat - Workforce Planning and Information L3
<b>Organisational Unit 3</b>	Nat - TIS Programme 984ASA552
<b>Trac ID</b>	1430794
<b>ESR ID</b>	45357048
<b>ESR Job ref</b>	984-NAT-NAT-1-4495
<b>Full-time equivalents</b>	2.00
<b>Reason for vacancy request</b>	Newly created post
<b>Where is the funding for this post being generated?</b>	Funding will be generated from the DiTag budget.
<b>Has this role been through the job evaluation process? Y/N</b>	Y
<b>Have you attached your business case? Y/N (Note: This will be essential for your vacancy to go through approval process)</b>	Y
<b>If non-recruitment please explain the request in full. If not applicable, please enter N/A</b>	N/A
<b>If non-recruitment what is the start and end date of the request? If not applicable, please enter N/A</b>	N/A
<b>If non-recruitment and affects an individual please provide their name and employee number. If not applicable, please enter N/A</b>	N/A
<b>Advertising scope</b>	Public
<b>At-risk applicants</b>	Anyone can apply
<b>Immigration group</b>	Available to all
<b>DBS check required</b>	No DBS Check
<b>UK Professional Registration required</b>	No
<b>Grade (display)</b>	NHS TCS 2018: Band 8a
<b>Primary speciality (display)</b>	Business Analyst
<b>Salary</b>	£42,414 - £49,969 per annum
<b>Hours</b>	37.5 hours per week
<b>Contract description (eg Permanent)</b>	Permanent
<b>Vacancy Town</b>	Manchester
<b>Vacancy postcode</b>	M1 3BN

### Advert

The DITAG Programme has been established to develop a suite of products and information services to support the business functions of Health Education England (HEE). The approach is to encourage the business to identify technological or data-driven improvements to the services it offers.

DITAG will coordinate the receipt of the Idea proposal and perform initial validation (SWOT Analysis) of the proposed idea. After a successful assessment of the idea it will initiate and take responsibility for either managing project delivery of Discovery and Alpha phases and the development of a Minimum Viable Product (MVP); or will assist the business in developing its ideas to a level where a business Case can be produced to support a full stand-alone digital project.

To be effective in this role you will be familiar with a range of digital / web services and solutions, ideally where open source and cloud technologies have been utilised and have applied agile development methods. You will work independently and as part of the team, with a high degree of proactivity and adaptability to changing circumstances and demands.



You will be an excellent communicator and an experienced and accomplished business analyst who has worked in an agile environment that has focused on delivery. You will be confident in working with stakeholders and rationalising complex information to make it understandable, specifically you will be able to effectively bridge the gap between the stakeholders, the Service Managers (aka product owners) and the wider Development Team.

## For further details / informal visits contact:

Please contact Ray Hill (TIS Enterprise Architect) via email on [Ray.hill@hee.nhs.uk](mailto:Ray.hill@hee.nhs.uk)

## Documents

### Documents for this Vacancy

-  [Job Description](#) (Job description)
-  [HEE Functional Requirements](#) (Functional requirements)

### Documents for this Employer

-  [Benefits of working for HEE](#)
-  [HEE 2018 Snapshot Infographic](#)

## KPI Dates

<b>Recruitment Planning Form: sent for data-entry on</b>	25-Apr-2017
<b>Date details added to ESR</b>	8-Mar-2019
<b>Target employment start date</b>	31-Mar-2019
<b>Online advert created</b>	27-Nov-18
<b>Advertising start date</b>	8-Mar-19
<b>Closing date</b>	22-Mar-2019
<b>Date of next review</b>	1-Apr-2019



### Entered Shortlisting

25-Mar-19

### Moved by

Kate Tranter

### Authorisation Dates

<b>HR EC Coordinator: Authorised</b>	28-Feb-2019 15:36
<b>James Freed: Authorised</b>	28-Feb-2019 15:36
<b>HR EC National: Authorised</b>	28-Feb-2019 15:36
<b>HR EC Catc: Authorised</b>	5-Mar-2019 09:38
<b>HR Workforce: Authorised</b>	7-Mar-2019 12:10
<b>HR National: Authorised</b>	8-Mar-2019 10:09

## People

<b>Appt. mgr</b>	Eniola Agbeti - <a href="mailto:eniola.agbeti@hee.nhs.uk">eniola.agbeti@hee.nhs.uk</a>
<b>HR Recruitment Contact</b>	HR National - <a href="mailto:hr.national@hee.nhs.uk">hr.national@hee.nhs.uk</a>
<b>Team</b>	HEE - National

<b>Shortlisters</b>	Mr Ray Hill - <a href="mailto:ray.hill@hee.nhs.uk">ray.hill@hee.nhs.uk</a> (Lead)	<b>Provisional Interviewers (from Authorisation)</b>	Ray Hill - <a href="mailto:ray.hill@hee.nhs.uk">ray.hill@hee.nhs.uk</a> (Lead)	<b>Authorisers</b>	HR EC Coordinator - <a href="mailto:hr.ecco-ordinator@hee.nhs.uk">hr.ecco-ordinator@hee.nhs.uk</a> - Authorised on 28/02/2019
	Mr Matt Leech - <a href="mailto:matt.leech@hee.nhs.uk">matt.leech@hee.nhs.uk</a>		Ashley Ransoo - <a href="mailto:ashley.ransoo@hee.nhs.uk">ashley.ransoo@hee.nhs.uk</a>		Mr James Freed - <a href="mailto:james.freed@hee.nhs.uk">james.freed@hee.nhs.uk</a> - Authorised on 28/02/2019
					HR EC National - <a href="mailto:hr.ecnational@hee.nhs.uk">hr.ecnational@hee.nhs.uk</a> - Authorised on 28/02/2019
					HR EC Catc - <a href="mailto:hr.eccatc@hee.nhs.uk">hr.eccatc@hee.nhs.uk</a> - Authorised on 05/03/2019
					HR Workforce - <a href="mailto:hrworkforce@hee.nhs.uk">hrworkforce@hee.nhs.uk</a> - Authorised on 07/03/2019
					HR National - <a href="mailto:hr.national@hee.nhs.uk">hr.national@hee.nhs.uk</a> - Authorised on 08/03/2019

## Notes

[29-Mar-2019 09:29 jamie.braes@hee.nhs.uk] 2nd SL changed to Matt Leech as per Rm email.

[28-Mar-2019 10:48 kate.tranter@hee.nhs.uk] sent SLC 1 to Ashley

[28-Mar-2019 10:48 kate.tranter@hee.nhs.uk] Review date changed to 01-Apr-2019

[25-Mar-2019 10:10 kate.tranter@hee.nhs.uk] Moved to Shortlisting; review date automatically updated to 28-Mar-2019

[22-Mar-2019 14:16 rabia.larab@hee.nhs.uk] Made corrections

[22-Mar-2019 09:34 jamie.braes@hee.nhs.uk] 4 new apps imported from NHS Jobs

[21-Mar-2019 10:02 jamie.braes@hee.nhs.uk] 2 new apps imported from NHS Jobs

[20-Mar-2019 09:49 jamie.braes@hee.nhs.uk] 0 new apps imported from NHS Jobs

[19-Mar-2019 12:45 kate.tranter@hee.nhs.uk] tidied ad in line w/ house style

[19-Mar-2019 11:28 jamie.braes@hee.nhs.uk] 1 new app imported from NHS jobs

[18-Mar-2019 10:28 jamie.braes@hee.nhs.uk] 5 new apps imported from NHS Jobs

[12-Mar-2019 10:05 kate.tranter@hee.nhs.uk] 5 apps imported from NHS Jobs

[11-Mar-2019 12:09 kate.tranter@hee.nhs.uk] 6 apps imported from NHS Jobs

[08-Mar-2019 11:06 rabia.larab@hee.nhs.uk] Linked to ESR vacancy '45357048'

[08-Mar-2019 11:06 rabia.larab@hee.nhs.uk] Linked to ESR

[08-Mar-2019 10:31 SYSTEM] Result received from jobs.nhs.uk: warning

[08-Mar-2019 10:14 rabia.larab@hee.nhs.uk] Vacancy live external and vacancy live shortlister email sent.

[08-Mar-2019 10:12 rabia.larab@hee.nhs.uk] Moved to Longlisting

[08-Mar-2019 10:12 rabia.larab@hee.nhs.uk] Began Advertising - closing date 22/03/2019 - externally advertised

[08-Mar-2019 10:09 rabia.larab@hee.nhs.uk] Granted HR Ops National

[08-Mar-2019 10:09 rabia.larab@hee.nhs.uk] Review date changed to 25-Mar-2019

[07-Mar-2019 12:10 hrworkforce@hee.nhs.uk] Position Number - 27302334 - PP

[07-Mar-2019 09:20 hr.ecco-ordinator@hee.nhs.uk] Sent chaser to workforce. NS

[07-Mar-2019 09:20 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 11-Mar-2019

[05-Mar-2019 09:38 hr.ecco-ordinator@hee.nhs.uk] Approved at Cat C further to below attachments. NS

[05-Mar-2019 09:38 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 07-Mar-2019

[03-Mar-2019 15:24 eniola.agbeti@hee.nhs.uk] Exec Buiness Case attached for info as requested by CatC Panel

[01-Mar-2019 10:44 hr.ecco-ordinator@hee.nhs.uk] Discussed at Cat C and approved pending exec paper and exec approval is attached to the Trac request. NS

[01-Mar-2019 10:44 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 05-Mar-2019

[28-Feb-2019 15:36 kieran.jones@hee.nhs.uk] Updated authorisation

[28-Feb-2019 15:35 kieran.jones@hee.nhs.uk] Authorisation started, review date automatically set to 07-Mar-2019

[28-Feb-2019 15:35 kieran.jones@hee.nhs.uk] Removed cost code wording

[28-Feb-2019 15:35 kieran.jones@hee.nhs.uk] Re-drafted to remove wording re cost code

[28-Feb-2019 15:35 kieran.jones@hee.nhs.uk] Moved back to draft; review date automatically updated to 23-Mar-2019

[27-Feb-2019 09:45 jamie.braes@hee.nhs.uk] .

[22-Feb-2019 11:27 hr.ecco-ordinator@hee.nhs.uk] Not yet going to Cat C panel. AR

[22-Feb-2019 11:27 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 01-Mar-2019

[15-Feb-2019 16:56 hr.ecco-ordinator@hee.nhs.uk] Not yet going to Cat C panel. AR

[15-Feb-2019 16:56 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 22-Feb-2019

[08-Feb-2019 14:46 hr.ecco-ordinator@hee.nhs.uk] Not taken to Cat C as per email from Kieran J. Updated review in line with next Cat C. NS

[08-Feb-2019 14:46 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 15-Feb-2019

[01-Feb-2019 13:51 hr.ecco-ordinator@hee.nhs.uk] Updated review date in line with next Cat C. AR

[01-Feb-2019 13:51 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 07-Feb-2019

[25-Jan-2019 12:25 hr.ecco-ordinator@hee.nhs.uk] Not discussed at Cat C as RM was unable to attend. Updated review in line with next Cat C. NS

[25-Jan-2019 12:25 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 01-Feb-2019

[24-Jan-2019 15:27 kieran.jones@hee.nhs.uk] UPDATE re cost code. Leave with 551.

[18-Jan-2019 10:19 hr.ecco-ordinator@hee.nhs.uk] Not discussed at Cat C. Updated review in line with next Cat C. NS

[18-Jan-2019 10:19 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 25-Jan-2019

[16-Jan-2019 11:42 hr.ecnational@hee.nhs.uk] Approved at EC 16/1/19

[16-Jan-2019 11:41 kieran.jones@hee.nhs.uk] Advised by Tony Dudson to leave cost code as ASA552

[16-Jan-2019 10:49 hr.ecco-ordinator@hee.nhs.uk] Updated review, pending EC approval. NS  
[16-Jan-2019 10:49 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 23-Jan-2019  
[14-Jan-2019 14:10 hr.ecnational@hee.nhs.uk] Discussed EC National panel 14/01. TD checking cost centre, will roll forward to next panel  
[11-Jan-2019 14:23 kieran.jones@hee.nhs.uk] Added CatC  
[09-Jan-2019 12:09 hr.ecco-ordinator@hee.nhs.uk] Sent authoriser emails. NS  
[09-Jan-2019 12:09 hr.ecco-ordinator@hee.nhs.uk] Review date changed to 16-Jan-2019  
[08-Jan-2019 14:34 eniola.agbeti@hee.nhs.uk] Authorisation started, review date automatically set to 15-Jan-2019  
[12-Dec-2018 12:06 eniola.agbeti@hee.nhs.uk] New JD attached  
[27-Nov-2018 12:02 eniola.agbeti@hee.nhs.uk] Review date automatically set to 12-Dec-2018  
[27-Nov-2018 12:02 eniola.agbeti@hee.nhs.uk] Copied from vacancy 1169142

## **Standard shortlisting criteria**

If any applications have different criteria, this will be shown with those applications.

### **1: Requirements Gathering ( E: 2 / D: 0 )**

#### **Essential guidance**

- experience of (2)

### **2: Backlog Development ( E: 2 / D: 0 )**

#### **Essential guidance**

- Understanding of processes (2)

### **3: Interview – plan design, condu ( E: 2 / D: 0 )**

#### **Essential guidance**

- Experience of (2)

### **4: Business process models ( E: 2 / D: 2 )**

#### **Essential guidance**

- As-Is and to-be models (2)

#### **Desirable guidance**

- Strong Team working skills (2)

### **5: BA - experience ( E: 2 / D: 2 )**

#### **Essential guidance**

- Evidence of training or experience in traditional BA approaches (2)

#### **Desirable guidance**

- Qualification in BA or UX/UI (2)

### **6: Interview – plan design, condu ( E: 2 / D: 0 )**

#### **Essential guidance**

- Evidence of (2)

### **7: Business process models ( E: 3 / D: 4 )**

#### **Essential guidance**

- Modelling techniques demonstrated (3)

#### **Desirable guidance**

- At least two – inc UML (4)

Shortlisting score card

Applicant	1.	2.	3.	4.		5.		6.	7.	
	E	E	E	E	D	E	D	E	E	D
14623481										
14640190										
14640192										
14640194										
14640197										
14652052										
14652053										
14652054										
14652055										
14655855										
14711262										
14712543										
14723412										
14723413										
14723415										
14723416										
14729296										
14742584										
14759090										
14768646										
14768647										
14782697										
14782698										
14782699										
14782700										
14808759										
14808760										
14808761										
14808762										
14808763										

## Application for employment



## Health Education England

Details entered in this part of the form will be made available to the shortlisting panel. Please make sure that you have read the job description and person specification before completing the application form, and ensure that your answers clearly and honestly demonstrate how your skills and experience are relevant to the post for which you are applying.

### Education & professional qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

Subject/Qualification	Place of study	Grade/Result	Year obtained
BSC Honours In Applied Computing	Donegal, Ireland	2.2	2014

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
--------------	-------------------	----------	----------------

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

#### Please indicate your professional registration status

I do not have the relevant UK professional registration

#### Professional body

If other please provide details below

Membership/Registration number

Expiry / renewal date

### NHS Service

Start date of continuous NHS service (if applicable)

Months since most recent employment ended (if applicable)

### Employer/activity history

Please record below the details of your full employment history beginning with your current or most recent first. Up to 10 previous employments can be entered here. If required, please provide additional information regarding your employment history within the 'Supporting Information' section.

**Employer name** Forward Emphasis

#### Employer address

Malmar House, Bree  
Malin Head, Co. Donegal  
Ireland

**Type of business** Financial

**Reporting to (job title)** Claims Handler

**Telephone** +44 028 9592 2010

**Your job title** Claims Handler

**Start date** March 2016

**End date** August 2016

**Grade**

**Salary** 19,000

**Period of notice** 4 week

**Reason for leaving (if applicable)**

Want to further my career

**Brief description of your Process claims duties & responsibilities**

### Gaps in employment

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

no

### Supporting information

Supporting Information Fields marked with an asterisk are mandatory

In this section you need to demonstrate that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular post, if this has not been fully covered in the previous sections.

Please include your reasons for applying and take the opportunity to highlight your particular talents and strengths, (what you feel you can personally offer - what is unique to you - what sets you apart from your peers).

Please DO NOT include personal details or duplicate information already provided elsewhere in your application.

#### Supporting information

Dear Sir/Madam,

I am a graduate from a BSC Honours Degree in Applied Computing at Letterkenny Institute of Technology. I am currently working in Zen Internet as a Junior Software Developer and a member of the retail team.

I am an open minded individual with an excellent range of skills in Computing. I have strong multi-tasking skills, problem solving, developed from previous project experience as well as excellent interpersonal skills and the ability to communicate at all levels and as a team player.

My current role is in a large team of software developers in an agile environment, tasked to automate the Zen cloud billing process, working closely with stakeholders to understand and capture requirements and presenting them with multiple options. In my everyday role I set up refinement and design meetings. I consider all security risks and adopt good practices to secure the systems.

I have had theoretical and hands on experience on all of the outlined technologies. I am confident that I have proficient knowledge and experience in C#, SQL, ASP.NET, SQL, AWS, Mobile Development, HTML 5, JQuery, and Agile I have kept up to date as much as possible with recent technologies and software developments.

I am confident that these skills and personal attributes would be of benefit to your company and would enable me to succeed in a role with yourselves. Throughout my career I have gained great communication skills. My experience as a developer in a large internet provider has proven my strong ability to work under pressure, ability to communicate at all levels, pay attention to detail and be a key player in a team. My current Software Developer role is building my skills while utilising my teamwork, organisation and quality skills.

#### Preferred employment type

Full time

### Further questions

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years' of employment? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage.**

Yes

**Have you provided details of employment gaps in the relevant section? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage**

No

### References

If you are successful, prior to appointment, **we will take up as many references as needed to cover all activities, including periods of employment and full time education, that you have undertaken over the past three years.** Any offer will be subject to these being satisfactory. Please ensure that you provide full contact details for your Employer/Line Managers or Course Tutors for each activity. Please include their **work email address** where possible to avoid any unnecessary delays.

If during the last three years you have any periods in which you have not been in either employment or full-time education please provide details of someone who can provide a character reference for you to cover this period. Character references should be provided by a person of standing in the community such as a Teacher, Health Care Professional (i.e. Doctor, Physiotherapist, Registered Nurse), Minister of Religion, Police Officer or Solicitor. **Character references should only be used in EXCEPTIONAL circumstances to cover periods of time when you have not been in either employment or education.**

**Please use the "Add another" button below to add as many referees as required to meet the above requirements. Periods that referees cover may overlap but there should not be any gaps over the past three years.**



**Referee's title** Mr

**Referee's first name(s)** Nick

**Referee's surname** Greenwood

**Referee's organisation name** Zen Internet

**Job title** Lead Developer

**How do they know you?** Employer / Line Manager

**Address 1** 5 Featherstall Brook View Littleborough OL15 8JW

**Address 2** Littleborough

**Address 3**

**City / Town** Littleborough

**County / State**

**Postcode** OL15 8JW

**Country** United Kingdom

**Telephone no.** 00447943598528

**Mobile no.**

**Fax no.**

**Email address**

**Can the referee be approached prior to the interview?** No

**Period this reference covers from:** March 2019

**Period this reference covers to:** August 2019

**What name will the referee know you by if different from your current name?** no

**Why has your name changed?** no



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system..** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
BA (Hons) in Business Studies	University of Manchester	First	2012
MSc in Finance and Business Economics	Manchester Business School	Merit	2013

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Foundation Certificate in Business Analysis	British Computer Society	1 week	2014

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
If other please provide details below  
**Membership/Registration number**  
**Expiry / renewal date**

#### Professional Body and Membership 2

**Professional body**  
If other please provide details below  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)** September 2013  
**Months since most recent employment ended (if applicable)**

### Current/most recent employer (reference always required)

**Employer name** CGI Group

**Employer address**

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

**Type of business** IT Consulting

**Reporting to (job title)**

**Telephone**

**Your job title** Client Support Analyst & Functional Analyst

**Start date** 07/2016

**End date**

**Grade**

**Salary** 48500

**Period of notice** 1 month

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

• Responsible for providing subject matter expertise to CLS Manager, an FX back office settlement platform to several global banks. • Led the identification, tracking and troubleshooting of issues through process mapping techniques and identified the current as-is process and facilitated workshops with clients to map out the desired to-be process. • Worked closely with management, functional and offshore development teams to analyse enhancement requests and deliver client specific enhancements and upgrades in order to meet regulatory standards. • Collaborated with the product owner to translate new client requirements into use cases and provided input to create new product roadmaps. • Developed and owned key relationships with clients through proactive engagement through user needs analysis with regards to product adoption. • Involved in the whole software delivery lifecycle from analysing and gathering requirements, documentation through to creating test cases and delivering the final product to the client. • Delivered first class customer service by assisting clients during installations, upgrades and testing in client test environments to ensure smooth transitions into production.

**Activities prior to above starting with most recent**

**Employer name** CGI Group

**Employer address**

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

**Type of business** IT Consulting

**Reporting to (job title)**

**Telephone**

**Your job title** Project Manager & Service Delivery Manager

**Start date** October 2015

**End date** June 2016

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

• Led cross functional project teams consisting of 10 team members to deliver applications and infrastructure projects to the client taking it from initiation through to live. • Accountable for delivering digital projects of up to £100k in value resulting in improved patient care across various hospitals. • Responsible for the day to day management of projects producing project plans, scheduling, budgeting and deliverables and gained experience of the full software development lifecycle from initiation through to implementation. • As a service delivery manager, Tim managed support staff of up to 30 team members consisting of subcontractors, suppliers and internal teams and acted as a single point of contact between various stakeholders in order to resolve service escalations for end users as promptly as possible. • In charge of implementing service and process improvements such as increasing ease of access to the hospital network by digitalising business services.

**Employer name** CGI Group

**Employer address**

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

**Type of business** IT Consulting

**Reporting to (job title)**

**Telephone**

**Your job title** Business Analyst

**Start date** January 2015

**End date** September 2015

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

• Responsible for translating business requirements by documenting key functionality through use cases to ensure energy suppliers can more accurately bill consumers and more accurately predict demand and supply. • Led the creation of functional specifications for the implementation of the national smart metering data systems infrastructure. • Carried out impact analysis on new requirements and the impact of change and played an instrumental role in communicating this across to key stakeholders within the project through workshops to ensure requirements were efficiently translated into design in each iteration. • Championed and created a forum within the project to discuss inconsistencies in the existing solution and design documentation resulting in fewer defects and delays in delivering the project. • Led the planning sessions and creation of a product backlog. • Acted as a single point of contact between offshore and onshore teams to resolve test and development defects, clarifications and inconsistencies by engaging with internal teams to understand issues in order to meet strict client delivery deadlines.

**Employer name** CGI Group**Employer address**

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

**Type of business** IT Consulting**Reporting to (job title)****Telephone****Your job title** Applications Business Analyst**Start date** September 2013**End date** December 2014**Grade****Salary****Period of notice****Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

• Responsible for the migration, configuration and implementation of business applications from legacy systems onto a single secure infrastructure. • Responsible for gathering requirements from the client, regression testing of applications and troubleshooting migration issues to ensure applications successfully transitioned into live. • Acted as a liaison between the clients, senior management, internal teams and suppliers to escalate and ensure any migration issues could be resolved promptly to meet client deadlines. • Played a key role in migrating over 50 different COTS and Bespoke applications from Windows XP to Windows 7 before Windows XP end of life.

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

Dear Sir/Madam,

I am writing to apply for the Agile Business Analyst role as advertised on your website. I have attached my CV to accompany this letter. I have applied to Health Education England as I want to further my career as a Business Analyst and I feel that working at HEE will allow me to expand my skills and experiences. HEE are undergoing a major digital transformation at the moment and it is a great time to get involved in delivering new projects and services to those working in healthcare. It will be an opportunity for me to learn more about Business Analysis and I know it will be a challenge working in the public sector and it is a challenge I am keen to take on. I have worked in healthcare in the past so I am keen to join an organisation where I can see the real benefits of delivering change and in this case it will help those working in the NHS improve their digital skills.

As you can see from my CV, I possess a lot of the competencies that you require. I have over 5 years of experience working within technology consulting delivering projects for clients in a number of analytical and delivery roles. I am a confident communicator and my role involves working with clients including C level executives helping them to understand the impact of implementing a change. This involves analysing their business and participating in the impact assessment of a solution to help them to make informed decisions about whether implementing a solution is the best way forward. I excel in eliciting requirements from various stakeholders through various methods and documenting requirements in a readable format for downstream teams. I have strong understanding of a number of business analysis concepts and the tools required to ensure a project can move forward.

In my current role I work on multiple concurrent projects with significant stakeholder management with various different onshore and offshore internal teams such as the product owner, technical architects, and development and test teams. This requires overseeing the whole software delivery lifecycle from project initiation, design and development through to testing and requires facing challenges head on and removing obstacles for team members in order to drive projects forward. Whilst at CGI I have also worked on site with an NHS trust delivering digital products to meet the trust's main objective of being 100% digital which has included tools for interdepartmental transfers and replacing legacy systems for remote network access. I am able to leverage my knowledge of business to recommend solutions to clients to support their internal processes but I am also able to use my technical knowledge of a range of different software and applications to understand how to deliver those solutions to meet their business processes.

I believe I will be able to settle in quite quickly and I look forward to the opportunity to discuss this with you further.

Yours faithfully,

Timothy Chiu

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Previous Employer

**Email address** maisie.fernandes@gmail.com

**Title** Miss

**Surname/Family name** Fernandes

**First name** Maisie

**Relationship** Colleague

**Employer name** CGI Group

**Job title** Senior Manager

**Address line 1** 20 Fenchurch Street

**Address line 2**

**Address line 3**

**Town/City** London

**County/State**

**Country** United Kingdom

**Postcode/Zip code** EC3M 3BY

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Personal/Character

**Email address** lizann.fernandes@gmail.com

**Title** Mrs

**Surname/Family name** Rodrigues

**First name** Liz-Ann

**Relationship** Friend

**Employer name**

**Job title**

**Address line 1** 60 Abercorn Crescent

**Address line 2**

**Address line 3**

**Town/City** London

**County/State**

**Country** United Kingdom

**Postcode/Zip code** HA2 0PU

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**

Yes





## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Masters in Business Administration (MBA)	Preston, UK	2:1	2018
Bachelors in Computer Science Engineering	Kerala, India	1st	2008
A Level	Kerala, India	1st	2004

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
If other please provide details below  
**Membership/Registration number**  
**Expiry / renewal date**

#### Professional Body and Membership 2

**Professional body**  
If other please provide details below  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)** June 2018  
**Months since most recent employment ended (if applicable)**

### Current/most recent employer (reference always required)

**Employer name** Xyfil Ltd



**Employer address**

Unit 15-19, Sedgwick Street, Preston, PR1 1TP

**Type of business** E liquids retail

**Reporting to (job title)** National sales manager

**Telephone**

**Your job title** Business Analyst

**Start date** 07/2018

**End date**

**Grade**

**Salary** 28000

**Period of notice** 2 weeks

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Responsible for analysing the business domain and documents the processes or systems by using process maps assessing the business model for its integration with technology Responsible for analysing monthly reports and plan for the future in line with the goals. Responsible for managing, designing and integrating retail and accounting software as per the sales needs with regards to system development and testing. Responsible to liaise between stakeholders, administration and sales departments to bridge the gap to achieve the sales goals.

**Activities prior to above starting with most recent**

**Employer name** Accenture

**Employer address**

Accenture Solutions, Pritech Park, Bellandur, Bangalore, Karnataka, India

**Type of business** IT MNC

**Reporting to (job title)** Assistant Senior Manager

**Telephone**

**Your job title** Application Development Senior Analyst

**Start date** June 2016

**End date** September 2017

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Higher Education

**Brief description of your duties & responsibilities**

? Worked as a Software Developer in CAS ASW Internal project for maintenance and enhancement of a retail sale application for renowned clients like Pepsi, Loreal etc. ? Worked as a Software Tester for NORDEA bank, an established enterprise in Nordics region across Norway, Sweden, Denmark, Finland and Baltics. ? Proven expertise in JAVA, Selenium, SOAP UI, .NET, UFT and SOA testing.

**Employer name** AJMN

**Employer address**

AJMN, Bin Omran, Doha, Qatar

**Type of business** Media

**Reporting to (job title)** Technology planning Manager

**Telephone**

**Your job title** Technology Planning Analyst

**Start date** November 2015

**End date** March 2016

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Personal

**Brief description of your duties & responsibilities**

? Timely creation of all the technology PRs in the SAP system ? Act as the inter-phase between Technology and Procurement Directorate. ? Coordinate with related people to get the item/service delivered in time. ? Analyze various requirements and improvements needed in the SAP system and communicate the same to the consultants. ? Assist in creating contract work orders. ? Design and develop centralized PR processing and Invoice processing procedure. ? Assist in yearly budget calculations and savings. ? Timely processing of all Technology invoices through ERP system. ? Single point of contact for vendors and finance related to invoices and payment.

**Employer name** Software Lab

**Employer address**

Software Lab, Sana Signal, Doha, Qatar

**Type of business** IT

**Reporting to (job title)** Project Manager

**Telephone**

**Your job title** Software Developer

**Start date** March 2010

**End date** January 2014

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

? Responsible for the creation of the applications using VB.NET and enhancements of the projects for .NET Applications. ? Role included obtaining client side requirements, Database Design, Coding, Testing, creating requirement specification documents, data migration from MS Excel if needed as well as report creation and support. ? Projects developed include Human resources management system, Data management system, Sales system, Ticket management system

**Employment Gaps****If you have any gaps within your employment history, please state the reasons for the gaps below.**

Due to my pregnancy and post pregnancy issues, I had to take career gaps.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

I am keenly interested in the position of Agile Business Analyst based in Manchester which I came across on NHS' website.

I am a Computer Science Engineer with 7+ years of experience in technology and IT development field in Qatar and India, completed Masters in Business Administration (MBA) from University of Central Lancashire (UCLan) in Preston, UK. I am currently working as Business Analyst in Preston. During my tenure in Qatar and India, I have proven my capabilities in critical thinking, analysis and multitasking. I have experience in team training, development and proven customer service excellence in many situations which was much appreciated by Managers. As part of my dissertation in MBA program, I am working on the strategic way of using data in decision making in the UK health sector. Also, in my tenure at Accenture, I handled projects design through development, testing and support in both agile and waterfall methodologies. I am well versed with SQL, RDBMS and a quick learner as well. Being a passionate and self-motivated individual with established leadership and management skills, I would be thrilled to work with a team which can help me to enhance my experience and abilities in Business modelling and management especially since those were my core study subjects. During my short research, I have realised that this job will be helpful to enrich my analysis skills and to gain a wider knowledge of UK health and care sector. Hence it would be a delight to associate me in securing a job under your team. I hope to contribute to your growth while enriching my experience.

Please consider my application as a genuine request for the position and would love to hear from you by email, phone call or a face to face meeting. Kindly consider the CV attached and can provide you with any further information needed.

Thanks and Regards,  
Jasna M K  
07435360212

**Preferred employment type** Full time, Part time, Job share, Secondment, Flexible hours

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage Yes

Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Previous Employer

**Email address** abhilash.ny@accenture.com

**Title** Mr

**Surname/Family name** Yashoda

**First name** Abhilash

**Relationship** Manager

**Employer name** Accenture

**Job title** Assistant Senior Manager

**Address line 1** Pritech Park, Bellandur, Bangalore

**Address line 2**

**Address line 3**

**Town/City** Bangalore

**County/State** Karnataka

**Country** India

**Postcode/Zip code** 560102

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Previous Employer

**Email address** nambraths@aljazeera.net

**Title** Mrs

**Surname/Family name** Nambrath

**First name** Salva

**Relationship** Colleague

**Employer name** AJMN

**Job title** Technology Planning Senior Analyst

**Address line 1** AJMN, Doha, Qatar

**Address line 2**

**Address line 3**

**Town/City** Doha

**County/State** Doha

**Country** Qatar

**Postcode/Zip code** 23123

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**

Yes



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Change Management	APMG		2011
Prince 2 Project Management	APMG		2008
PGDip Commissioning	University of Lincoln		2011
MSc Biotechnology & Management	University of East London		2008
BSc Microbiology	Ladoke Akintola University of Technology		2004

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Organising for quality and value: Delivering improvement	NHS institute for innovation and improvement	5days	2012
Project, Programme and Portfolio Action Learning Set Facilitator	NHS Connecting for Health	1	2011
Managing Transition	Lincolnshire Learning Academy	1	2011
Business Improvement Technique (Lean Methodology)	Nuture4Growth	1	2011

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I have current UK professional registration relevant for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body** Other  
**If other please provide details below** Prince 2 Project Management - APMG Change Management - APMG  
**Membership/Registration number**  
**Expiry / renewal date**

## Professional Body and Membership 2

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

## NHS Service

Start date of continuous NHS service (if applicable)  
Months since most recent employment ended (if applicable)

## Current/most recent employer (reference always required)

**Employer name** North West London Collaboration of Clinical Commissioning Groups  
**Employer address**  
North West London Collaboration of Clinical Commissioning Groups 15 Marylebone Road, London NW1 5JD  
**Type of business** HealthCare  
**Reporting to (job title)** Deputy Director of Business Intelligence  
**Telephone**  
**Your job title** Business Intelligence Development Lead  
**Start date** 05/2015  
**End date**  
**Grade** Band 8  
**Salary**  
**Period of notice**

**Reason for leaving (if applicable)**  
Not Applicable

### Brief description of your duties & responsibilities

- Responsible for co-ordination of Business Intelligence projects across 8 North West London Clinical commissioning group sites.
- Managing multiple portfolio of project and effective communicating complex and sensitive messages through written and verbal presentations.
- Engage with internal and external key stakeholders to ensure continuous buy-in.
- Contribute or coordinate the development of business cases for projects.
- Coordinate the user acceptance testing phase of projects and prioritise bugs fixes with the development team or external suppliers.
- Negotiate timelines and sign off customer's requirement when required
- Effectively manage resources and adopt an appropriate management style to foster good team working relationship.
- Sign off product release.

## Activities prior to above starting with most recent

**Employer name** Oxford Health NHS Foundation Trust  
**Employer address**  
Oxford Health, 4000,Chancellors Court John Smith Drive  
**Type of business** HealthCare  
**Reporting to (job title)**  
**Telephone**  
**Your job title** Senior Business Analyst/Business Intelligence Development Lead  
**Start date** November 2014  
**End date** March 2015  
**Grade** Band 8  
**Salary**  
**Period of notice**

**Reason for leaving (if applicable)**  
Contract ended

### Brief description of your duties & responsibilities

- Lead on major information systems and Business intelligence projects.
- Coordinate the testing phase of projects and prioritise bugs fixes with the development team.
- Manage key senior stakeholders and organise requirements gathering workshops.
- Act as conduit between the customers, senior management team and Business Intelligence development team
- Assist clients by reviewing redefine specification and develop business cases or option appraisal.
- Work across various sites to engage with multiple stakeholders.
- Ensure all processes and requirements are accurately defined, documented and consolidated.
- Draft business processes and data flows.
- Manage Development Team and provide clarification when required.

**Employer name** Barts Health Trust

**Employer address**

Barts Health Trust, London

**Type of business** Healthcare

**Reporting to (job title)**

**Telephone**

**Your job title** Electronic Patient Record Change Adoption Lead

**Start date** March 2014

**End date** September 2014

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

• Manage the change management element of the EPR programme work stream (e.g. Surginet). • Manage and oversee system review sessions that support the development of clinical systems. • Lead on the process mapping exercise so as to ensure a seamless adoption of the system. • Use diverse communication techniques to liaise and engage with staff across the Trust/organisation. • Share and promote the vision of the clinical system strategy. • Bridge the gap between the organisation, customers and the development team • Manage service level agreement. • Ensure information governance procedures are followed.

**Employer name** Royal Surrey County Hospital

**Employer address**

Royal Surrey County Hospital Guildford GU2 7XX

**Type of business** HealthCare

**Reporting to (job title)**

**Telephone**

**Your job title** Senior Project Change Lead

**Start date** April 2013

**End date** March 2014

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

N/A

**Brief description of your duties & responsibilities**

Create and implement an effective benefits realisation framework which produces effective results. • Provide senior change leadership across the Trust and identify change champions. • Liaise closely with the Directors and report on monthly basis to programme board. • Chair regular project meetings. • Facilitate and oversee user requirements workshops and interviews. • Analyse and validate complex quantitative and qualitative information from a range of internal and external sources, in order to facilitate key decisions. • Provide recommendations to the senior management Team and key stakeholders. • Present project highlight report and relevant papers to the Programme Board. • Research best practice within NHS Trust and other organisation to improve business processes and systems. • Support the business planning process to include facilitating operational plans • Provide support and deputise for Head of IT Programmes when required

**Employer name** NHS Lincolnshire Teaching Primary Care Trust

**Employer address**

Programme Management Office & Corporate I M&T LINCOLNSHIRE TEACHING PRIMARY CARE TRUST Cross o' Cliff, Bracebridge Health, Lincoln. LN4 2HN

**Type of business** HealthCare

**Reporting to (job title)**

**Telephone**

**Your job title** Business Change Manager

**Start date** March 2010

**End date** March 2013

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Redundancy

**Brief description of your duties & responsibilities**

- Liaise proactively with corporate and IM&T managers and key stakeholders to manage priorities of projects and negotiate timelines for delivery.
- Oversee the change management aspects of IT projects, ensuring adoption of IT systems.
- Produce regular and ad-hoc exception reports for the Programme Board, Trust Board and relevant key stakeholders.
- Carry out project activities such as resource scheduling, procurement activities, products evaluation, UAT and post-implementation reviews.
- Ensure Project team members comply with agreed project standards.
- Lead of change management process and update change documents as required.
- Facilitate business improvement project.
- Act as the first point of contact on key IT change projects.

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

Thanks dear Profile Summary

I have a Master's degree in Management from the University of East London. I have worked in various roles including senior managerial roles within Information Management and Digital Business Intelligence project and Programmes environment for almost 10 years. I currently work as a Business Intelligence Development Lead where I have led several portfolios of Business Intelligence and Information Technology projects spanning from maintaining legacy systems to deployment of new system which include Electronic Patient Record, Population Health Analytical systems, Qlikview, Azure, several server migration, SharePoint, Printing facilities and Power BI. I have also had the opportunity to often deputise for my line managers the Deputy Director of Business Intelligence at North West London CCGs and Head of Programmes at Oxford Health foundation Trust. I have been involved in creating and presenting papers to steering groups, governing bodies and programme boards that I have set up while implementing projects.

In my current role I work very closely with the Director of Business Intelligence to successfully maintain current Business Intelligence systems and deploy new Business Intelligence products, manage team performance and identify areas where we can reduce cost while improving efficiency and exceeding customer expectations and experience.

I have obtained several training certifications which include Prince 2 (project management) certification, Change Management certification (APM), Business Analysis (BCS), ITIL service management and Lean (Business improvement training). These certifications have enhanced my leadership, change management, coaching and facilitation skills in delivering world class Business Intelligence and IT systems that meet business needs.

My excellent skills and experience of leading projects, managing change and redesigning processes have set me apart in most roles I have worked in. As a natural communicator with excellent stakeholder engagement skills, I usually liaise with other Strategic Heads to share best practice and benchmark my current organisation with similar organisations.

I also have experience of setting up Enterprise Project Management Office (PMO) to manage complex projects and programmes which include cost improvement programmes. In my previous roles I have successfully re-defined and re-launched previously failed projects which eventually led to increase in user adoption rate and benefits realisation which include evidence cost savings.

I currently work for North West London Collaboration CCGs (NWL CCGs) as a Business Intelligence Lead, NWL CCGs which comprises 8 CCGs and over 300 medical practices across North West London. My team provides customer focused Business Intelligence service to meet commissioning needs and improve patient experience across London.

Please see below few key achievements in the various organisations I have worked for.

### Key Achievements

North West London Collaboration CCG (Business Intelligence Development Lead): At NWL CCGs, led the delivery of Business Intelligence products which ranges from small, medium and large complex. I worked with Director of business intelligence to implement a system that helps the CCGs to manage out of hospital service payments to 300 GP practices in North West London, while leading the projects I liaise with developers to prioritise project tasks and resolve any issues between the developers and stakeholders to ensure successful project delivery. On most of my project, I develop project plans, review training materials and provide advice to key stakeholders when required. I have been successful in delivering BI projects because of my excellent communication skills, creative, change management skills and the ability to interpret technical BI requirements to users and non-technical teams. I have also managed several contracts with external stakeholders by setting and monitoring KPIs.

Oxford Health Foundation Trust (Senior Business Analyst): I was appointed as a Senior Business Analyst to review and implement changes on the new Business Intelligence system which enables clinicians and Human Resource departments to improve patient experience, manage patient care pathways, staffing and resources. Before I came into the post less than 20% of the staffs were using the new BI system that was procured which means the benefits of procuring the system was not realised. To get this issue resolved I gathered requirements and drafted an action plan. The action plan developed to relaunch the project improved customer satisfaction by over 90% and the adoption rate was greatly increased to 99.9%. I was appreciated by all the teams I worked with which include Finance, Human Resource and community nurses.

Royal Surrey County Hospital (Senior Change Lead): As a Senior Change Lead at RSCH I managed IT change programmes, one of the complex and large IT change programme was "Implementation of VitalPAC System" which improved electronic recording of patient activities and referrals across Surrey and environs. When I came into the post the project was at a re-scoping stage because it hasn't met pre-defined project requirements. I was able to turn the project around by redefining the requirements, drafted a recommendation proposal to the executive board which saved the organisation time and money in implementation of the VitalPAC system. As a result of the project activities carried out, the project was successful and delivered its benefits which include reduction in data quality issues, reduction in mortality rates, and easy performance management of staff. As the project lead I also worked with the Head of Operation to identify ways to improve the bed state using the IT system.

Lincolnshire Primary Care Trust (Business Change Manager and Programme Management Office (PMO) Accountable Officer): At NHS Lincolnshire PCT, I designed and implemented a fully functional PMO & MI reporting framework to meet the strategic and business needs of the organisation. PMO brought about current structure at Corporate Informatics at NHS Lincolnshire. In addition, I worked on implementation of several corporate systems which improved the change management processes within Corporate Informatics department at NHS Lincolnshire.

### Key Skills

Proficient in using agile methodology for software application deployment / implementation

Proficient in Report and Business case writing

Excellent skills in establishing PMO, provide a consistent standard across board, maintain RAID log, create project plans and manage project budget while reporting on actual against plans and escalating any variances

Ability to stay focused, work under pressure and deliver results

Excellent team player with good co-ordination skills, excellent time management, interpersonal and organisational skills.

### Technical Skills

MS Office suite (Word, Excel, PowerPoint, Outlook, Ms. Project and Ms. Visio, SharePoint) and JIRA,

Power BI, Tableau, Qlikview and Azure

SAP

Proficient in using Primavera

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.



Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage Yes

Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Professional

**Email address**

**Title** Mrs

**Surname/Family name** Saravanakumar

**First name** Kavitha

**Relationship** Line Manager

**Employer name**

**Job title**

**Address line 1** 15 Marylebone road

**Address line 2**

**Address line 3**

**Town/City** London

**County/State**

**Country** United Kingdom

**Postcode/Zip code** NW1 5JD

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Previous Employer

**Email address**

**Title** Mrs

**Surname/Family name** Summers

**First name** Emma

**Relationship** Line Manager

**Employer name** Oxford Health NHS Foundation Trust

**Job title** Head of Programmes

**Address line 1** 4000 John Smith

**Address line 2**

**Address line 3**

**Town/City**

**County/State**

**Country** United Kingdom

**Postcode/Zip code** OX4 2GX

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?  
No



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system..** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Post Graduate Diploma in Project Management	Federal University of Technology	N/A	2014
PRINCE 2 Foundation	APMG/Axelos	N/A	2017
ITIL Foundation	People Cert/Axelos	N/A	2018
RPA Business Analysis Diploma	UiPath	N/A	2019
Scrum Master Certified	International Scrum Institute	N/A	2019
RPA Awareness Diploma	UiPath	N/A	2019
Business Analysis: Conduct a Strategy Analysis	Udemy-Online Course	N/A	2019
Business Analysis: Identify & Define the Problem	Udemy-Online Course	N/A	2019
Managing and Leading Change	Udemy-Online Course	N/A	2019

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** UK professional registration required but not yet applied for

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

**NHS Service**

**Start date of continuous NHS service (if applicable)**  
**Months since most recent employment ended (if applicable)**

**Current/most recent employer (reference always required)**

**Employer name** Digital Bananas Technology

**Employer address**

Technology Curve Service Office 133 Creek Road Greenwich London, SE8 3BN United Kingdom

**Type of business**

Digital and Technology Consultations, Systems Development, Responsive Web and Mobile Portals, Agile Project Management

**Reporting to (job title)** Product Owner

**Telephone**

**Your job title** Digital Business Analyst

**Start date** 09/2018

**End date**

**Grade**

**Salary**

**Period of notice** 4 weeks

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Working on a disruptive mobile and web marketing referral program, subscription and booking short-let platform to digitize the real estate industry in the emerging market with payment gateway and salesforce CRM integration to manage new sales opportunities, improved customer service, easy planning and execution of targeted marketing campaigns, and enabling the business to make an informed decision through data. Responsibilities: • As part of the disruptive digital product goals, customer centricity is at the heart of product design and development, as a result I carried out a workshop on lean customer-focused product development where we discussed, persona definition, customer journey mapping, story boarding and defining requirement based on identified needs from personas. • I documented and took ownership of the scope definition for the product which included the product background, problem opportunity statement, critical success factors, and high level requirements in scope & out of scope element. • I was involved in producing a justifiable business case including; technical / financial feasibility assessment with cost benefit analysis. • I organised workshop with stakeholders and SME's in the organisation to elicit and document business requirement and use case diagrams to identify the actors in the journey. • Decomposition of high-level requirements into detailed functional artefacts such as Epic, user stories process flows diagram (BPNM) and business rules; for the unified centralised customer data center and the digital products. • Prioritise requirements using MOSCOW technique based on business values, objectives, urgency, business and technical risks. • Collaborated with a UI & UX designers to design wireframes, mock-ups and prototype of potential screen design for business review and validation. • Eliciting requirements on the creation of custom objects, fields, page layouts, custom tabs, components, reports and custom dashboards for various user groups in Salesforce CRM. • Customising and analysing the CRM user roles, role hierarchies, profiles and sharing settings to ensure that the protected data is available only to the authorized users. • Testing the validation rules, work flows and approval processes for new tasks, field updates, and auto email generation in the customer relationship management system (CRM). • Carrying out data analysis and identifying all data across the different systems and creating data dictionary (Data feed) showing the structure of the data contained within a system. Designed data flow diagrams and models showing the movement of data across systems. • Supporting the development and delivery phases, provided expert assistance to resolve problems during UAT, offering post-implementation support and documented go-live issues. Key Achievements: • Successfully delivered a bespoke short-let referral and booking platform with payment gateway used by thousands of subscribers which offer 5 star luxury homes at 75% off the price of a 5 star hotel. • Implement the use of Salesforce for new sales opportunities, improved customer services, targeted marketing campaigns and better decisions making.

**Activities prior to above starting with most recent**

**Employer name** Believers Loveworld Ltd

**Employer address**

45 Thames Road Barking, London, IG11 0HQ United Kingdom

**Type of business** Charity Organisation

**Reporting to (job title)** Lead Business Analyst

**Telephone**

**Your job title** Digital Business Analyst

**Start date** December 2017

**End date** July 2018

**Grade**

**Salary****Period of notice****Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

On boarded to develop and deploy website upgrade and revamp project with live video streaming integration and the user adoption of an Instant Messaging App [KingsChat] for their audience to ease communication between friends, family and the organisation. Also to keep up with all LoveWorld news. Responsibilities: • Documented and took ownership of the scope definition for the project which included the project background, problem opportunity statement, critical success factors, high level requirements, in scope & out of scope elements etc. • Initiated requirement workshops with stakeholders & SME's to elicit and identify the business and technical requirements, documented use cases from the end user perspective. • Collaborated with a UI & UX designer to design the user journey and identify pain points across each touch point on the user journey. • Documented requirements gathered from workshops, granulated these requirements while initiating user stories, which were detailed in the product backlog. • Took ownership and priorities the product backlog, actively involved in the sprint planning meetings to pull user stories into the sprint backlog. • Managed the requirement throughout the project lifecycle by constantly liaising with the business and the project team. • Supported the product owner in agreeing the right mix of features / stories for each sprint. • Decomposition of high-level requirements into detailed functional artefacts such as Epic, user stories process flows diagram (BPNM) and business rules; for the unified centralised customer data center and the digital products. • Created wireframes, mock-ups and prototype of potential screen design for business review and validation. • Involved in daily scrum to constantly monitor project deliverables while ensuring that all arising issues are promptly addressed. • Involved in the user acceptance testing (UAT). Key Achievements: • Increase user adoption rate by 75%. • Improve average user satisfaction by 35%(measured using surveys before and after redesign

**Employer name** e-Infotech**Employer address**

Port Harcourt Rivers State Nigeria

**Type of business**

Enterprise Software Solutions, Data and Voice Connectivity, Digital Security Systems and Cloud Computing, Web Design and Hosting

**Reporting to (job title)** Project Manager**Telephone****Your job title** ERP Business Analyst**Start date** January 2013**End date** November 2017**Grade****Salary****Period of notice****Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

Worked on Interesting projects: Business process change, Legacy IT system replacement, IT Infrastructure migration to cloud and Implementation of an ERP Sales, logistics and Inventory management system. I was responsible for liaising with business stakeholders and users to understand the existing sales and logistics business requirements and work together with technical teams to deliver a world class ERP solution Responsibilities: • Organised workshops facilitation with relevant stakeholders to identify business requirements. • Elicited requirement from business users of the system. • Conducted GAP analysis to define current process (AS-IS) and future solution (TO-BE). • Translated business requirement into technical requirement. • Ensured system requirement meet business acceptance criteria. • Supported developers and testers to clarify requirement during Agile Sprint. • Supported developers and testers to clarify requirement during conflict. • Worked with the data management teams to ensure data changes are understood. Support the data migration & cutover activities. • Collaborated with the QA to develop test cases / scenarios and performed various test with user acceptance test (UAT). • Prepared detailed training material and undertake end user training. Key Achievements: • Reduced time spent on inventory by 20%. • Successfully created improved business process, proposed viable solutions to critical business challenges that cut data processing time by 50% leading to more timely insights.

**Employer name** Aero Contractors**Employer address**

Port Harcourt Rivers State Nigeria

**Type of business** Aviation**Reporting to (job title)** Project Manager**Telephone****Your job title** Business Analyst**Start date** February 2012**End date** December 2012**Grade****Salary****Period of notice****Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Upgrade of a secured web-based airline reservation system (passenger service system) for flight bookings and reservation. Responsibilities; • Analysed business needs, translated and documented operational business requirements into functional specification for the applicable business unit. • Researched, validated and prepared data for presentations, meetings and other distribution channels to drive decision making for a variety of internal and external audience. • Worked with the project sponsors, business owners, and subject matter experts to document the project's requirements. • Identified the appropriate representatives for each user group and documented user characteristics and their roles and responsibilities using RACI Matrix and Stakeholder mapping. • Elicited requirements using interviews, document analysis, requirement workshops, surveys, site visits, competitive product analysis, business process analysis, and use cases. • Decomposed high-level business and user requirements into functional requirements and non-functional requirement. • Created prototypes and wireframe to represent requirements. • Performed requirements analysis and verification, ensuring that requirement statements are complete, consistent, concise, comprehensible, traceable, feasible, unambiguous and verifiable, and conform to standards. • Facilitated requirements prioritization. Identified conflicts and areas of potential misinterpretation. • Created and maintained requirements traceability by tracking requirements status throughout the project. • Managed changes to baseline requirements through effective and appropriate application of change control processes and tools • Involved in the user acceptance testing (UAT) Key Achievements: • Reduce administrative costs by 20% by enabling customers to book flights easily from anywhere at any time, increased customers satisfaction over 80%. • Reduce the average time it takes to complete a task by 20%(measured through usability testing and analytics)

**Employer name** Aero Contractors

**Employer address**

Port Harcourt Rivers State Nigeria

**Type of business** Aviation

**Reporting to (job title)** Head of IT

**Telephone**

**Your job title** IT Support and System Engineer

**Start date** March 2008

**End date** January 2012

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

Responsible for managing servers, active directories, networks, supporting tickets and diagnosing end user connectivity issues, answering incoming calls from business units and providing 1st/2nd line support for all the departmental areas (Mobile Support, Telecoms, IT, and Networks). Responsibilities: • Customer focused approach- ensuring they receive excellent customer service. • Provided user account, domain management support and maintenance of all desktops, laptops, phones, mobiles devices & tablets and Office 365 administration. • Calm and solution focused with exceptional listening and questioning skills to fully understand customer issues and not assume with ability to diffuse an angry and/or emotional situation and move towards a solutions. • Ability to multi-task (logging information electronically whilst on the phone) whilst maintaining accuracy/ attention to detail with strong prioritisation skills. • Maintained the software and Hardware inventories, and Keeping documentation of software installations updated. • Management and support of all reprographic (including faxes and photocopiers) and onsite Audio Visual equipment. • Basic switch, router and Wi-Fi controller configuration and responsible for the corporate backups Key Achievements: • Improve support service level by 15%. • Maintained a 97% satisfaction rating over a 24-month period as an IT service support representative.

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

A customer-centric and data-driven digital business analyst with over 6 years' experience of successful project delivery; who specialises in creating digital products that improves organisational operational efficiency, enhances the consumer experience and integrates into their lifestyle using mobile & social first approach to product development. Excellent working knowledge of agile and waterfall methodologies, business analysis techniques, software testing processes, risk prioritisation, and change management.

I also have practical knowledge of requirement elicitation and documentation, process modelling, creation of user stories, product backlog, stakeholder management and an experience of using unified modelling language (UML) and business process model and notation (BPMN) in creating business processes, creating RAID log for managing issues and risk etc.

I am experienced in IT Infrastructure, mobile & web application, salesforce & microsoft dynamics (Customer Relationship Management System), data intelligence & analytics, cloud, and automation using RPA and artificial intelligence,digital transformation including mobility, operations, people management and culture building.

The go-to-person between business and technical functions. Managing business expectations is paramount to my engagement with key stakeholders and subject matter experts, working closely with them to establish business value and delivery of relevant results.

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

**Referees**

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address**

**Title** Mr

**Surname/Family name** Giwa

**First name** Keji

**Relationship** Line Manager

**Employer name** Digital Bananas Technology

**Job title** Product Owner

**Address line 1** Technology Curve Service Office

**Address line 2** 133 Creek Road

**Address line 3** Greenwich

**Town/City** London

**County/State** London

**Country** United Kingdom

**Postcode/Zip code** SE8 3BN

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Previous Employer

**Email address**

**Title** Ms

**Surname/Family name** Mbango

**First name** Doreen

**Relationship** Line Manager

**Employer name** Believers Loveworld

**Job title** Lead Business Analyst

**Address line 1** 45 Thames Road

**Address line 2** Barking

**Address line 3** London

**Town/City** London

**County/State** London

**Country** United Kingdom

**Postcode/Zip code** IG11 0HQ

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
-----------------------	----------------	--------------	---------------

BusinessIT/MSC	Middlesex	Merit	2001
----------------	-----------	-------	------

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
--------------	-------------------	----------	----------------

Managing Successful Programmes ILX		certificate	2012
------------------------------------	--	-------------	------

Introduction to Prince 2	Lambeth Council	Certificate	2006
--------------------------	-----------------	-------------	------

Business Analysis	AideasGroup	Certificate	2017
-------------------	-------------	-------------	------

Information Governance Level 3	NHS	Certificate	2017
--------------------------------	-----	-------------	------

Non-Executive Director Training	National Housing Federation	Certificate	2012
---------------------------------	-----------------------------	-------------	------

Digital Healthcare Strategy	Kings Fund	One Day	2018
-----------------------------	------------	---------	------

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

Professional body

If other please provide details below

Membership/Registration number

Expiry / renewal date

#### Professional Body and Membership 2

Professional body

If other please provide details below

Membership/Registration number



**NHS Service**

Start date of continuous NHS service (if applicable) May 2017

Months since most recent employment ended (if applicable)

**Current/most recent employer (reference always required)****Employer name** East and North Herts CCG**Employer address**

Charter House, Parkway, Welwyn Garden City, Herts, AL8 6JL

**Type of business** Commissioners**Reporting to (job title)** Deputy Head of Primary Care**Telephone** 07787 271739**Your job title** Business Change Analyst**Start date** 09/2018**End date** 09/2019**Grade** 6**Salary** 32236**Period of notice** 3 month**Reason for leaving (if applicable)**

Career Progression and a non-fixed term contract

**Brief description of your duties & responsibilities**

Process improvement across the value chain with particular focus on digital access for patients( PILOT) to their GP Surgeries for online-Consultations in all localities across 2 CCGs In Hertfordshire. Key Responsibilities: • Requirements gathering • Process mapping • Standing operating procedure documentation • • Provide consultancy for senior stakeholders on Online Consultation within the CCG Champions Cohort • Acting as SME for online Consultation queries • Collating data collection worksheet • Stakeholder engagement • Implementing Online Consultation throughout the CCG • •Mapped As-Is and To-Be business process models using Visio to identify waste and non-value-added activities, undertook time-and-motion measurements, financial benefits modelling, resource utilisation and resource planning. • Utilised appropriate techniques (e.g. interviews, shadowing, workshops) to elicit requirements and worked closely with a range of stakeholders. • Acted as an ambassador for change and values in the undertaking of delivery of assigned projects to help drive new and successful change culture across the Organisation. • Produced regular and clear communication about the impact of changes for patients, staff, members and partners to maintain project buy-in. • Provided regular trainings and facilitated workshops to support business unit managers and product owners

**Activities prior to above starting with most recent****Employer name** NHS professionals**Employer address**

Service Centre Resourcing NSC Service Centre 3rd Floor Edward Hyde Building 38 clarendon road Watford wd17 1jw

**Type of business** NHS Service Partner**Reporting to (job title)** Resource Planning Manager**Telephone** 03332407552**Your job title** Resource Change Analyst**Start date** May 2017**End date** September 2019**Grade** 6**Salary** 28000**Period of notice** 1 month**Reason for leaving (if applicable)**

need to be able to use my Project Management skills, data analysis, Coaching and Implementation skills.

**Brief description of your duties & responsibilities**

• Supporting the real time management of the service centre staff to ensure service level agreements are achieved • Development of forecasting, planning and scheduling activity across the NHS Professionals. • Developing processes and establishing improvements across the planning department prior to the implementation of new software • Responsible for collating information, analysing and reporting to the Resource Planning Manager, advising of any improvements across the planning function • Creating MI reports, forecasting and planning trends • Supporting Team Managers with scheduling queries • Adding on requests of planned activities (Trainings, team meetings, coaching etc) to TL and PO schedules based on SLA requirement and possible advise on suitable times • Monitor adherence to the RTA and advise management accordingly • Supporting the Resource planning manager in scheduling and bank requirements • Maintaining NSC workflow – responding to the real time email and absence line • Monitoring the real time adherence feeds (RTA) and ensure complete adherence to schedules • Support the resource planning coordinator in scheduling and bank requirements • Creating new starter login IDs on the WFM tool and updating all leavers accordingly • Update and maintain PO personal information on the WFM tool • Maintain the work flow emails and respond to them accordingly • To participate in daily team leaders' meeting when required • Programme planning and project management for current activities and future technology needs and developments..

---

**Employer name** Hermitage Corporation**Employer address**

74 Amethyst Road Sittingbourne Kent ME10 5JL

**Type of business** Consultancy**Reporting to (job title)** Snr Business Consultant**Telephone** 07930442093**Your job title** Jnr Business Analyst**Start date** April 2016**End date** April 2017**Grade** P01**Salary** 30956**Period of notice** n/a**Reason for leaving (if applicable)**

wanted to work for the NHS as per the recent changes reflecting in the need for efficiency drives.

**Brief description of your duties & responsibilities**

• Liaison with inter-department teams for tracking project deliverables and technical releases • Reporting on project status, financial management and forecasting • Liaison with Customers and acting as a point of contact in the absence of Project Managers • Provide regular project status reports to management • Administration of project start-up, monitoring and project closure • Monitoring and updating progress against project plan, including resource tracking and usage • Creating, updating and maintaining word and excel templates • Documentation control • Developing appropriate procedures and working practices • Generate and collate project documentation • Set up and attend project meetings, tracking actions against progress. • Keeping team informed of progress

---

**Employer name** Hoople Ltd Hereford**Employer address**

Plough Lane Hereford Herefordshire HR4 0LE

**Type of business** Local Government**Reporting to (job title)** Head of Revenues and Benefits**Telephone** 01432383678**Your job title** Interim Team Manager**Start date** September 2015**End date** December 2015**Grade** PO3**Salary** 35000**Period of notice** N/A**Reason for leaving (if applicable)**

END OF CONTRACT

**Brief description of your duties & responsibilities**

Staff Development Introducing new ways of working Liaising with the Customer Service Department Working with the exchequer department, Dealing with Complaints and Appeal enquiries Working with the Welfare Reform Enquiries Freedom of Information enquiries.

---

**Employer name** Lambeth Council**Employer address**

Housing Benefits Department Olive Morris House 18 Brixton Hill Lambeth SW2 1RL

**Type of business** Local Government**Reporting to (job title)** Gary Holmes

**Telephone** 0207 926000  
**Your job title** Housing Benefit Officer  
**Start date** June 2015  
**End date** August 2015  
**Grade** S02  
**Salary** 31000  
**Period of notice** 4 weeks

**Reason for leaving (if applicable)**

Offered a Job that was more project based and more of challenging.

**Brief description of your duties & responsibilities**

housing benefit assessment officer. dealing with backdated housing benefit applications offering advice on DHP, ESS, Education and Assisted Transport of Dealing with all manner of customer enquiries and working with stakeholders both within and outside the council in dealing with customer enquiries.

**Employer name** Elmbridge Council

**Employer address**

Housing Benefit Department Elmbridge Council Esher Surrey KT10 9SD

**Type of business** Local Authority

**Reporting to (job title)** Clare Donovan

**Telephone** 01372474000

**Your job title** Project Officer Welfare Reform

**Start date** September 2013

**End date** February 2015

**Grade** PO1

**Salary** 35000

**Period of notice** 4 WEEKS

**Reason for leaving (if applicable)**

End of Contract

**Brief description of your duties & responsibilities**

Responsible for all aspects of programme leadership, driving digital enablement and transformation • Key enabler for Elmbridge Council on the 'Digital City for All' initiative, delivering transition • Complex stakeholder management across all Elmbridge Council Directorates and partnering organisations • Spearheaded a digitally-enabled end-to-end enhanced customer journey & employee experience • Transformation of Elmbridge's operating model, transitioning people, processes & technology • Drove a multi-streamed corporate programme, including enabling a CRM digital platform solution • Built CxO-level stakeholder consensus and support for the approach taken across the programme • Successfully led technology evaluation and procurement of a Microsoft Dynamics-based platform • Transformed the Target Operating Model, enabled by digital capability and enabling agile delivery

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

I have been off work from December 23rd last year and was on a holiday for 4 weeks and have been actively looking for work from April 2016. March 2015 to June 2015 I was on Jury Service.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.



## Personal Specification

Transformation PMO Programme Manager/Domain Subject Matter Expert(SME) for the E-Government Single Gateway Portal Transformation Project for 2 London Boroughs (Lambeth and Southwark Councils ) and 4 NHS Trusts and 28 Internal departments and SME and this involved undertaking a series of studies on the impact of the service and also producing data as part of the of the continued business justification and also for the Senior User to present at meetings. Responsible for all aspects of programme leadership, driving digital enablement and transformation • Key enabler for Lambeth Council on the 'Tell Us Once initiative', delivering transition • Complex stakeholder management across all Lambeth Council Directorates and partnering organisations • Spearheaded a digitally-enabled end-to-end enhanced customer journey for Bereavement and Birth Notifications • Transformation of Lambeth's operating model, transitioning people, processes & technology • Drove a multi-streamed corporate programme, including enabling a CRM digital platform solution • Built CxO-level stakeholder consensus and support for the approach taken across the programme • Successfully led technology evaluation and procurement of a Microsoft Dynamics-based platform • Transformed the Target Operating Model, enabled by digital capability and enabling agile delivery

I also carried out a sample survey as per what other departments or would they need to contact as part of this aggregated customer service. I was a member of the Welfare Reform Team in Elmbridge council that undertook the task of creating new ways of working with customers that have been affected by the Welfare Reform and also the localised Council Tax Scheme. This involved policy development as per the level of support that the council will provide and also ensuring that the local landlords especially the Housing Associations to work with the customers to ensure that their tenancies are maintained, referral to CAB for Money Management Advice, Applying for Council Tax Discretionary Payments, Help with paying utility bills and referral to food banks where necessary.

I lead in the engagement whilst working on central government projects with close proximity to users and stakeholder engagement. Also championing new ways of working and ensuring the desired efficiencies are achieved.

## Essentials Skill

Strong interpersonal skills with proven ability to establish positive working relationships and influence and persuade at all levels.

I worked in Lambeth where there was a change of central government and was affected by the fact that the change in government my mean the end of the programme as this would also mean that I would have to hand over to customer service and also move on to another project. I really achieved a lot with the Bereavement and Birth Service. This acted as a reporting and Information Centre for my clients. I was able to work on one of the first Digital Government Services and offer advice on other issues , work with local departments, work on partner sites like the St Thomas and King College Hospital. We were able to increase the use of the service, add new partners, increase customer satisfaction, increase the depth of the service available and reduce the End to End time as per KPIs for Housing Benefits and other council departments.

I have worked in central government projects with close proximity to users/stakeholder as well as championing new ways of working and ensuring the desired efficiencies are achieved.

Ability to use a wide range of ICT packages to support information management and data analysis

I have used most of the Microsoft Office Packages especially Excel and Outlook, I have used the Microsoft Visio to ensure that we are able to ensure that we follow the right processes and these are duly documented. Most of the Projects that I have worked on were New Ways of Working(NWOW) and we had to make sure that to we have we monitored closely the the new End to End times, kept to the Timescale, ensure that there was no Scope Creep , so we used Microsoft Project to ensure that we kept to the Project plan. I have also worked on some bespoke software and also extracted some information from the CRM Reports.

I am self- motivated and work well with minimal supervision in order to carry out these tasks. I have worked as a Project Lead and would have to do a lot of data capturing, planning, discussing with stakeholders and also ensuring that all the necessary frameworks are in place.

I have worked with all levels of customers, staff and also stakeholders. I have been able to ensure that each is treated in the most professional manner and each audience has a customized response that is easy to understand and I have also developed and very good listening skills which have helped me to get a lot more information from interaction from the customers/client. There is also the emails and presentations which need to be salient and convey the message without being technically overbearing and achieving their intentions.

Strong team building and management skills with the ability to motivate, lead and develop a large team ensuring that resources are organised appropriately and effectively.

I worked on a Project where one of the partners was not willing to take up the service when even at the beginning they have agreed to opt in. I had to get in touch with the Line Manager and find out the reason why there has been a sudden change of decision. I was told by the Manager that this new project will cause duplication for their reporting system .I explained that the new system will reduce the time frame that the reports were received. I explained that the previous reports were received once every 30 days but the New Improved System will ensure that the departments will receive reports every five days and this would ensure that there is vast improvement in the assessment times and would remove the backlog issue and improve their turnaround times .He was convinced and he agreed.

High level of analytical skills, problem solving abilities and decision making skills

I have been able to analyse large pieces of data and work in the public realm and solve intricate problems as part of my job. I have work on Customer Service Transformation Projects and also work with customers that have been affected by the Welfare Reform. My Jo on the Welfare Reform Project was to mitigate the risk that the recent change in their entitlement would not make them lose their home due to the fact that there has been a reduction in their housing benefits. My Job was to ensure that all the necessary department that they have been in contact with have been informed of this change in their entitlement and also how were we working together to maximise the use of the options to ensure that the customer can effective reduce the reliance on state benefits and possibly with all the necessary support move into employment.

Highly developed presentation skills particularly in relation to stakeholder's responses, letter writing and correspondence.

In my current position as a Resource Change Analyst with the NHS my organisational skills and methodological approach are the cornerstones of my job. I have daily tasks that I have to complete but often have to create reports or arrange meetings with individuals from various departments and ensuring that I have access to their calendars and also to the room locations to ensure that these meetings are arranged with the minimum of fuss even at short notice.

Also creating a new way of working for the Local Authority and new challenges for the staff and the recipients of the service but we were also able to organise workshops for all groups and also staff awareness lectures to show how being more pro-active will improve job satisfaction, improve the feedback from the users and in the long run these new efficiencies would save the council money. My Key responsibilities were Requirements gathering, business Process Modelling, conversion of business requirements to functional requirements, creation of user stories, Championing the requirements on behalf of users in design workshops to support and work with the users during the user acceptance testing phase.I have also been accepted on a PHD in Global Health Policy at the University of Edinburgh starting in September 2018.

I have also worked on a Digital Transformation Project for a local authority where I have worked in the Project Management Office as the SPOC (Single Point Of Contract) and involved in liaison with stakeholders both internally and externally and ensuring the there was a quick turnaround with enquiries and also participated actively in the introduction of the strategic software rollout and working as the link between the different users and the software provider.

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Referees**

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Previous Employer

**Email address** glangford@elmbridge.gov.uk

**Title** Mr

**Surname/Family name** Grant

**First name** Langford

**Relationship** Previous Line Manager

**Employer name** Elmbridge Council

**Job title** Head of Benefits

**Address line 1** Housing Benefits Department

**Address line 2** Elmbridge Council

**Address line 3** Elmbridge Town Hall

**Town/City** Esher

**County/State** Elmbridge

**Country** United Kingdom

**Postcode/Zip code** KT10 9SD

**Telephone** 01372474474

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Current Employer

**Email address** mlaskey@nhsprofessionals.nhs.uk

**Title** Mr

**Surname/Family name** Laskey

**First name** Marc

**Relationship** Current Line Manager

**Employer name** NHS Professionnals

**Job title** Resource Planning Manager

**Address line 1** Edward Hyde Building

**Address line 2** Clarendon Road

**Address line 3** Watford

**Town/City** Watford

**County/State**

**Country** United Kingdom

**Postcode/Zip code** WD17 1jw

**Telephone** 07540 098 165

**Fax**

**Can the referee be approached prior to interview?** No

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
No



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
BSC Business Software Development	Bolton UK	2:2	2012
Higher Diploma In Software Management Nigeria/India		Distinction	2009
ISEB Certified Business Analyst	UK	Pass	2015

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Software Testing Essentials Futuretrend		6 months	2014

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** UK professional registration required and applied for

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

#### Professional Body and Membership 2

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

### NHS Service

Start date of continuous NHS service (if applicable)  
Months since most recent employment ended (if applicable)



**Current/most recent employer (reference always required)****Employer name** NWG Living water**Employer address**

Stravana 6 Victoria road, Chelmsford. Essex. CM1 1GP.

**Type of business** calytech ltd**Reporting to (job title)****Telephone** 0745538435**Your job title** Business Analyst Consultant**Start date** 10/2016**End date** 01/2019**Grade****Salary****Period of notice** Not Required**Reason for leaving (if applicable)**

Required a tier 2 sponsor

**Brief description of your duties & responsibilities**

- Effectively Managed Key Subject Matter Experts (SMEs) & Stakeholders at all levels within the organization
- Facilitated workshops & conducted Interviews & meetings to gather & documents requirements needed for Migration from Livelink system to SharePoint cloud-based system
- Documented Business efficiencies due to improved ease of use, performance enhanced functionality
- Reviewed business process and resource for efficiencies to be gained and maintained
- Gathered and documented requirements with the use of survey and shadowing techniques
- Analyse & document roles, responsibilities and relevant security model for the 'As is' system
- To produce SharePoint 'To be' business process
- Produced a sign-off functionality requirement specification, including the following elements:
  - o Portal functionality
  - o Collaboration
  - o Content Search
  - o Content Storage
  - o Drag and Drop
  - o Retention Policies
  - o Security classification and model
  - o Information archiving process
  - o Interface requirement
- Worked on process review and design – UML Use Cases
- Effective management of the risks and issues in the project
- Facilitated UAT tests

**Activities prior to above starting with most recent****Employer name** Royal Bank Of Scotland**Employer address**

Contract via Golden Recruitment Apt 29116 Chynoweth House, Trevissome Park Truro, England TR4 8UN

**Type of business** PLC**Reporting to (job title)** Project Manager**Telephone** 07488707177**Your job title** Change Business Analyst**Start date** September 2014**End date** October 2016**Grade****Salary** £350 per day**Period of notice** not required**Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

- Gathered and documented information relating to business requirements activities from key stakeholder
- Identified, documenting and managing risks and issues within the project Manager
- Analysing and documenting existing business processes and providing updates in response to identified changes
- Documenting workflows and results of business analysis and obtaining sign-off from the business on the specifications
- Designing new or replacement business processes, facilitating more efficient working practices in combination with the introduction of supporting technology
- Eliciting requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis
- Facilitating stakeholder workshops to gather future business requirements
- Effectively managed stakeholders and the business expectations
- Analyzed business change initiatives with relevant stakeholders
- Interacted with Senior Stakeholders and represented Change Request Requirements
- Gathered and documented business and technical requirements for the migration from Windows operating system to Linux OS
- Assisted in workshop and interview facilitations and also acted as a scribe at these meetings
- Documented and Analysed AS IS business processes as well as TO BE business processes
- Translate business requirements into functional specifications for necessary systems modifications to meet migration needs

**Employer name** Stravana**Employer address**

6 Victoria road, Chelmsford. Essex. CM1 1GP.

**Type of business** Group**Reporting to (job title)** Project Manager

**Telephone****Your job title** Business Analyst**Start date** April 2013**End date** August 2014**Grade****Salary** £34,000 pa**Period of notice****Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

Business Analyst: Digital Transformation Project- Development of Yookos Mobile Platform Upgrade and Dashboard for Global and Inter-branch Reporting • Assessment of the As Is Manual process for reporting • Review of the As Is with Group managers and Zonal heads across Europe and America • Worked closely with the assigned Project lead to understand the detailed scope of the project • Set up the Project Terms of Reference based on feedback from the Project sponsor • Organized one on one interviews and group sessions to understand the reporting structure, the frequency, and the different types of reports and communication across the group • Mapped out the manual process from the different scenarios building various use cases using Ms Visio • Captured business overall need and object for the development of digital mobile platform and dashboard for Group and Zonal managers for communication, retrieval of information and weekly and monthly reports • Project Status Reporting to BLW management board • Set up and facilitation of requirement elicitation workshop for the yookos mobile platform, working with the business, developers and architects on the project • Used UML modeling to capture use cases for the mobile platform based on business requirements • Captured detailed functional and non-functional requirements for the new platform and design for a communication dashboard • Project RAID log management • Worked with the business product owner to prioritize the requirements using MSCW • Worked with IT to agree Non-Functional requirements based on BLW IT policy and framework • Created detailed business requirement document for sign off by the product owner • Walked the IT and development team through the functional requirements in detail • Created customer journeys and EPICS based on the functional requirements • Wrote detailed user stories for the various sprints during development and assessment team sys • Supported the Product owner and scrum master with the daily scrum meetings • Review of test cases for internal testing before demonstration to business • Worked with the test team to test the stories after development before demonstration to BLW management • Captured bugs and defects from the business during the sprint demo regarding the dashboard and yookos functionality

**Employer name** Ameego Manchester**Employer address****Type of business** LTD**Reporting to (job title)** Project Manager**Telephone****Your job title** Digital Business Analyst**Start date** September 2012**End date** April 2013**Grade****Salary** £280 pd**Period of notice****Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

• Liaise with management staff and senior system end-users to document requirements needed for the development of Magento ecommerce solution. • Worked very closely with relevant stakeholders to document User Stories, Use Cases, Entity Relation Diagram, and Process Maps which was used in the development of the Magento platform. • Gathered & documented requirements from key SMEs and other relevant stakeholders within the project • Worked with IT developers to ensure that requirements are clearly understood • Effectively managed & prioritized requirements gathered for development of the solution using MOSCOW techniques • Plan activities and milestones, report and maintain progress against the plan • Identify, raise and manage risks or issues associated with their activity • Produced Process Mapping (AS-IS and TO-BE scenarios) • Produced User Stories, Use Case and Target Operating Models • Analysis, Design and Development using structured methods such as (RUP, UML) • Analyse Business Process Re-engineering, Business Change • Produced Functional and System Specification documents For the development of Digital Solution • Produced and assist in UAT Test Scripting and Fault Management • Documented and maintain Business Impact Assessment, Gap Analysis, Risk Analysis • Gathered, managed and documented MI requirements • Analysed and documented Relational databases Progress. • Produced and documented Business, Functional and non-functional requirements working with the key stakeholders • Liaised effectively with the developers, project sponsors and other stakeholders • Facilitated Workshops and one on one interviews • Assisted in performing usability Acceptance testing.

**Employer name** ZOHO Corporation**Employer address**

5 Fleet Place, London, England, EC4M 7RD.

**Type of business****Reporting to (job title)** Project Manager**Telephone**

**Your job title** Technical Business Analyst

**Start date** January 2011

**End date** August 2012

**Grade**

**Salary** £320 p/d

**Period of notice**

**Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

• Documented business, functional and non functional requirements for the development of Zoho business solutions. • Worked on different project on various location across UK and India as a technical business analyst to produce system and functional requirement specification, Process maps, use cases, uml. • Assist the business in developing business cases, costs benefits, and risks analysis for ZBS • Effectively managed on shore/off shore stakeholders expectations • Liaised effectively with the developers, project sponsors and other stakeholders to document requirements for the development of Zoho's business solution • Facilitated Workshops , conducted one on one interviews with relevant stakeholders • Reviewed and documented Integration of Business solution with Zoho Architecture • Work closely with business users to understand their business needs and opportunities for the use of technology to improve their processes, and help them meet their business objectives. • Produce software specification requirements for the development team • Worked closely with key stakeholders in preparation user's manual for the ZBS. • Designed Test Scripts and Scenarios

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

A passionate ISEB certified business analyst with over 4 years BA experience and a degree in Business Software development. A Business Analyst with excellent stakeholder management techniques, great communication skills and professional attitude. A proactive and rational thinker with strong knowledge of requirement elicitation, agile and waterfall methodologies. Experienced as being the interface between businesses and technologies, developing business cases for designs, designing new business models and adding value to every project.

Demonstrated skills in analyzing the 'As is' and 'To be' conditions of organization and integrating detailed knowledge from tactical to operational issues into development of solutions for businesses. Now set to join an organization where wealth of BA skills will be exploited.

Please note: I will require a Tier 2 sponsor due to my current immigration status.

**Preferred employment type** Full time, Part time, Flexible hours

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

**Referees**

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer  
**Email address** rachelo@stravanadigital.com  
**Title** Mr  
**Surname/Family name** Mcardle  
**First name** Rachel  
**Relationship** Manager  
**Employer name** Stravana Digital  
**Job title** Consultant  
**Address line 1** 6 Victoria Road  
**Address line 2** Chelmsford  
**Address line 3**  
**Town/City** Essex  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** CM1 1GP  
**Telephone** 02030 868 004  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Previous Employer  
**Email address** paul.davies@goldenjobrecruitment.co.uk  
**Title** Mr  
**Surname/Family name** Davies  
**First name** Paul  
**Relationship** Manager  
**Employer name** Golden Recruitment  
**Job title** Manager  
**Address line 1** Apt 29116 Chynoweth House, Trevissome Park,  
**Address line 2** England,  
**Address line 3**  
**Town/City** Truro,  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** TR4 8UN  
**Telephone** 07488707177  
**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes





## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
BA Criminology	Nottingham Trent University	2.1	2014
Adult Numeracy Level two	Thomas Danby College. Leeds	Pass	2010
Access to HE in Health and Social Care in the Community	Leeds College of Technology. Leeds	Passed	2009
GCSE ( Mathematics and English)	Leeds College of Technology	D and C	2009
OCR 2 in ICT	Leeds College of Technology	Pass	2009
National Examination Council (NECO)	Trinity College. Nigeria	Merits	2007

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Clinical Observation	NHS Professionals	2hr 30 minutes	2018
Patient handling	NHS Professionals	50 minutes	2018
Health and Safety	NHS Professionals	4hr 58 minutes	2018
Data Protection	NHS Professionals	59 minutes	2018
Basic Life Support	NHS Professionals	38 minutes	2018
Equality and Diversity	NHS Professionals	15 minutes	2018
Safe guarding Adults and Children	NHS Professionals	4hr	2019

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I do not have the relevant UK professional registration status

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

### Professional Body and Membership 1

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)**  
**Months since most recent employment ended (if applicable)**

### Current/most recent employer (reference always required)

**Employer name** Curtis House  
**Employer address**  
C/o Berking Avenue Curtis Business Centre LS9 9LF  
**Type of business** Charity  
**Reporting to (job title)** Manager  
**Telephone**  
**Your job title** Business Support  
**Start date** 11/2018  
**End date**  
**Grade**  
**Salary**  
**Period of notice** 1 week

**Reason for leaving (if applicable)**  
In search of a new challenge

#### Brief description of your duties & responsibilities

As a Business Support, my role involves working with foreign migrants who approach the organization for help and support. My role requires identifying, defining, and analyzing the needs of the clients by helping stakeholders to understand the people, process, technology, and challenges of the client while working with all stakeholders to provide a collective solution. I am responsible for: Tacit and non-tacit requirement elicitation and information gathering through a workshop Experience in eliciting, analyzing, documenting, validating as well as managing requirements through to successful delivery using various tools and techniques Carry out proper requirement documentation and management as well as translating requirements into a technical specification for delivery Ensure proper communication with business stakeholders is done as well as effective stakeholder management Creating/updating documentation Analyzing requirement using S.W.O.T, GAP analysis, and S.M.A.R.T tools. Developing use cases, 'AS IS' and 'TO BE' process with BPMN Reflecting risks, assumptions, issue, dependencies, decisions and actions on RAID log

### Activities prior to above starting with most recent

**Employer name** Murphy Group  
**Employer address**  
Cross Green Approach, Leeds LS9 0PT  
**Type of business** IT and engineering  
**Reporting to (job title)** Project Manager  
**Telephone**  
**Your job title** Junior Analyst  
**Start date** May 2016  
**End date** November 2016

**Grade**

**Salary** 21000

**Period of notice**

**Reason for leaving (if applicable)**

Project completed

**Brief description of your duties & responsibilities**

As a Junior Analyst, I was involved in Murphy's big data migration project. The project aimed at successful migration of all data from a legacy platform to Microsoft office 365 in an agile approach. My role requires; Discovery, and extracting, using acceptance criteria Data Cleansing with awareness of general data protection regulation GDPR Working analytically in a cross-functional team for successful delivery of the project Elicitation of project needs from SMEs and other relevant stakeholders Maintaining effective communication with stakeholders following an agreed communication plan

**Employer name** Almond Media LTD

**Employer address**

ALMOND MEDIA LTD 38 CITY BUSINESS CENTRE LOWER ROAD LONDON ENGLAND SE16 2XB

**Type of business** Information Technology

**Reporting to (job title)** Senior Business Analyst

**Telephone** 07578696176

**Your job title** Project administrator

**Start date** January 2016

**End date** May 2016

**Grade**

**Salary** N/A

**Period of notice** One week

**Reason for leaving (if applicable)**

Not a paid Role

**Brief description of your duties & responsibilities**

Conducting business and system analysis, Assisting the team in mapping gap analysis. I also assist the team in producing user stories, extending detailed use case design and epic stories, creating BRD, BDD using the Gherkin syntax and Process Modelling (UML). I also assist the team in the documentation of requirements (e.g. requirement study documents, updating the project plans. Taking Minutes of Meetings/ MOM in short etc.) Holding workshops to elicit requirements, schedule weekly call/meetings with clients. Assist the team in arranging a joint meeting with developers and testers and other team members. I equally assist the team in Status Reporting- sending a regular status report to the client and circulate MOM to all stakeholders on the project.

**Employer name** NHS Professionals

**Employer address**

NHS Professionals Ltd, 3rd Floor, Edward Hyde Building. 38 Clarendon Road, Watford. WD17 1JW

**Type of business** Health Care Service

**Reporting to (job title)** NHS Professionals

**Telephone** 03332407552

**Your job title** Care Support Worker

**Start date** February 2010

**End date**

**Grade** 2

**Salary** Competitive

**Period of notice** N/A Bank

**Reason for leaving (if applicable)**

In search of new challenge



**Brief description of your duties & responsibilities**

Working as a team in a multi-tasking caring environment, exchanging appropriate information with service users, carers, and other team members on a regular basis. My job role also entails looking after patients by providing a high level of daily care, providing care in accordance with individual service users' care plans and ensuring the dignity of all patients at all times. My job role also involves participating in the planning of care, promoting independent living and working towards recovery. It also involves assisting service users with daily care such as dressing, undressing, washing, bathing and toileting where necessary. It also involves helping service users with mobility problems and other physical disabilities, including incontinence and help in use and care of aids and personal equipment. I also participate in the assessment of service users' mental and physical health needs, including risk assessment and early signs of relapse, promptly reporting observations with responsibility for care. My job role also involves supporting service users to undertake activities that are designed to help them towards recovery and to regain independence such as supporting and encouraging a patient walking to the toilet/ around the ward with a zimmer frame, prompting self-oral intake. My job role involves active and consistent communication and listening to service users, allowing for their personal choice, privacy, dignity. It also involves working in a professional manner, respecting the boundaries of the relationship with service users, carers, staff, and maintaining the confidentiality of personal information. As a support worker, I also help in the promotion of mental and physical activity of service users through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreation. I also make and change beds; tidy rooms; do a light cleaning of patient equipment. I also help to set tables, serve meals, feed service users who need help, prepare light meals and wash up and tidy. My job also involves recording patient care appropriately and also conforming to all policies, procedures and guidelines laid down by NHS Trust in respect of carrying out these care duties. My job role also involves reporting any safety, security and abuse in order to maintain the safety of service users, staff and others. My job role also involves taking part in regular supervision and appraisal and training, and contributing to the well-being of the team by supporting other team members, and treating all colleagues with respect and undertaking any other reasonable duties as directed.

---

**Employer name** Framework**Employer address**

780 Mansfield Road. Nottingham. NG5 3GG

**Type of business** Charity**Reporting to (job title)** Assistant Manager**Telephone** 01158504003**Your job title** Peer support/Mentor**Start date** August 2013**End date** August 2014**Grade** 9**Salary** 638**Period of notice** two weeks**Reason for leaving (if applicable)**

In search for new challenge and a change in environment

**Brief description of your duties & responsibilities**

Work as a weekend support worker for Framework Housing Associations at Elizabeth House Nottingham; a service aimed at helping people recover and sustain from homelessness. As a support worker, my job entails working with staff and service users, and maintaining the safety of the building is paramount to this role. An important part of my job role is ensuring recording and reporting of service users incidents and any other appropriate document in order to ensure that individuals' records, observations result are accurate and informative. It also involved being responsible for the handover of key information between shifts. The job role also entails providing one to one support to service users to achieve the outcomes set out in their support plan. This includes supporting a service user to maintain a healthy environment and where appropriate assisting them to clean their accommodation and maintain a good personal hygiene. Support service users to identify, move into, and sustain housing which meets their needs, including supporting customers to 'bid' for properties and report maintenance issues. Support service users to maximise their income, to access benefits, and to budget to cover domestic bills and living expenses. Support service users to make full use of community facilities, play an active role in their community and take up cultural, recreational, educational and employment opportunities. Support service users to maximise their physical and mental health, through liaison with health services and the promotion of a healthy lifestyle. Implement effective safeguarding practice for vulnerable adults and children in accordance with the organisation policy. Accurately input all client data onto an electronic monitoring system and ensure records are maintained to evidence key performance targets and comply with commissioner requirements. Work with support workers and support coordinators to manage risks to service users, staff and the community. Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare and risk concerns in accordance with the organisation policy. Maintain safe practice at all times in accordance with framework's health and safety policy.

---

**Employer name** HC One**Employer address**

Oakwood Green, Leeds, Roundhay LS8 2QU

**Type of business** Health service**Reporting to (job title)** Manager**Telephone** 01132323225**Your job title** Kitchen Assistant**Start date** June 2009**End date** December 2013**Grade** N/A

**Salary** competitive

**Period of notice** N/A

**Reason for leaving (if applicable)**

Educational reasons- moved from one city to another

**Brief description of your duties & responsibilities**

Maintaining a high standard sterile environment for the production of quality foods and working within the time set to support the outcome of other personnel in the care home. Working as a kitchen assistance has encouraged my level of communication, confidence, reliability, caring for residents and their family with respect and dignity, which is at the heart of the company.

**Employer name** North and South Recruitment

**Employer address**

102 Vicar Ln, Leeds, West Yorkshire LS2 7NL

**Type of business**

**Reporting to (job title)** employer

**Telephone** 01132440101

**Your job title** domestic

**Start date** August 2007

**End date** June 2009

**Grade** N/A

**Salary** Competitive

**Period of notice** N/A

**Reason for leaving (if applicable)**

New Job position

**Brief description of your duties & responsibilities**

Attaining a target in order to meet an outcome within a short period of time. Job includes; sorting and packing newspapers from the pallet into the newspaper contrivance. The job embeds an outspoken reliability, effective communication and time management

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

Dear Sir/Madam,

I am excited to be applying for the Junior Business Analyst position at your company. As someone who has worked on a Greenfield and off the shelf projects, I have developed a keen interest in facilitating and coordinating workshop for information gathering. I thrive on turning my experience in facilitating workshop into business solutions. I am eager for the opportunity to bring my unique blend of technical skills to your team.

In my previous role, I worked as a Junior Analyst at Murphy, I was involved in the data migration project which was an off-the-shelf product. I was responsible for the elicitation project needs from SME and other stakeholders within Murphy Group. The role required the understanding of the AS-Is and To-Be of the project for the effective migration of Data. My key achievements on this project were the ability to successfully managed stakeholder expectation, successful analysis of stakeholder power and interest using 2x2 matrix and successful managed multiple issues from open right through to close.

In my current role, I work as Business Support at Curtis House, a non-profit organization which provides support for vulnerable people. In this position, I am responsible for working on a Greenfield project helping foreign migrants in understanding their needs, support in planning their schedule, identifying resources for support, and navigating the complexity of being new to the country. I also work with the stakeholders in gaining knowledge and support to best assist our clients. This role requires the ability to conduct workshops with the use of technical skills in gaining tacit and non-tacit information from clients. I am also responsible for identifying needs through document analysis and stakeholder engagement, develops and documenting business requirements, AS-Is and To-Be process models for our growth in support service. In an effort to maximize efficiencies and also meets the expectation of our clients, I spearheaded the development of language class that created a 40% increase in the clients' interest in the service we provide.

With more than four years of experience as business/admin/project support at different companies, I understand what it takes to provide unique strategies based on process and service-driven insights. I have recognized the talent for transferring stakeholder engagement and management, business process re-engineering, requirement elicitation into business solutions that can improve key performance.

Thank You for your time and consideration. I am looking forward to learning more about the Business Analyst position at your company. I am committed to continued growth as a Business Analyst, and I am thrilled at the opportunity to use my skill and experience in continuing delivering exceptional leading solutions and services.

Yours faithfully

Amin Salami

**Preferred employment type** Full time, Part time, Flexible hours

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Previous Employer

**Email address** chris\_ovua@yahoo.com

**Title**

**Surname/Family name** Ovua

**First name** Chris

**Relationship** Senior Business Analyst

**Employer name** Peniel Business solutions

**Job title** Employer

**Address line 1** 54 Grantham Road

**Address line 2**

**Address line 3**

**Town/City** Bradford

**County/State** West Yorkshire

**Country** United Kingdom

**Postcode/Zip code** BD7 1RQ

**Telephone** 07578696176

**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Current Employer

**Email address** fwhumanresources@nhsprofessionals.nhs.uk

**Title** Ms

**Surname/Family name** Corriette

**First name** Ayesha

**Relationship** Human recourses

**Employer name** NHS Professionals

**Job title** Employer

**Address line 1** NHS Professionals Ltd, 3rd Floor

**Address line 2** Edward Hyde building

**Address line 3** 38 Clarendon Road

**Town/City** Watford

**County/State** Herfordshire

**Country** United Kingdom

**Postcode/Zip code** WD17 1JW

**Telephone** 0333 2407552

**Fax**

**Can the referee be approached prior to interview? Yes**

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes





## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
MSc	Glasgow Caledonian University	Pass	2008

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)** November 2014  
**Months since most recent employment ended (if applicable)**

### Current/most recent employer (reference always required)

**Employer name** Arden and GEM CSU  
**Employer address**  
St Johns House 30 East St Leicester LE1 6NB  
**Type of business** NHS  
**Reporting to (job title)** Information lead  
**Telephone** 0116 295 1400

**Your job title** Principal Information Analyst

**Start date** 07/2018

**End date**

**Grade** 7

**Salary** 33200

**Period of notice** 8 weeks

**Reason for leaving (if applicable)**

Relocation

**Brief description of your duties & responsibilities**

• Work with the Hub Business Intelligence Lead and the region's Business Intelligence Service Delivery Manager to ensure the provision of a Business Intelligence analytical service to NHS England Direct Commissioning services. • Provide analytical support for shared priorities of the Business Intelligence team • Assist in developing a forward thinking BI service that is optimally performant • Assist in the identification of service efficiencies and process change • Assist in developing the relationships with all Regional Direct Commissioning Functions • Assist in the management and drive the uptake of the NCDR Portal • Provide support to Specialised Services Contract Analytics • Provide support to Commissioning Hub Business Intelligence teams • Maximise the information held within existing data sets, including complex data management and manipulation – exploiting their potential in turning information into knowledge. • Work with a broad spectrum of information from a wide range of sources presenting complex and sophisticated information in a meaningful way to increase organisational knowledge and enable evidence-based decisions. • Utilise modelling and forecasting techniques to predict future need and demand. • Present findings of complex investigation and analysis and recommendations in a clear and intelligible form as presentations or written reports, suitable for a wide range of lay and professional audiences. • Give and assist in presentations to audiences of stakeholder staff to aid the audience with understanding of analysis findings

**Activities prior to above starting with most recent**

**Employer name** NHS Coastal West Sussex CCG

**Employer address**

The Causeway, Worthing, West Sussex BN12 6BT 01903 708400

**Type of business** NHS CCG

**Reporting to (job title)** Performance Manager

**Telephone** 01903 708400

**Your job title** Performance Analyst

**Start date** November 2014

**End date**

**Grade** 6

**Salary** 25683

**Period of notice** 4 weeks

**Reason for leaving (if applicable)**

Relocation

**Brief description of your duties & responsibilities**

• Prioritise the Care Organisation Support work flow through negotiation with other information teams, provide support and development for the Information Business Partners, Support work flow through negotiation with other information teams, assist in reporting processes and ensuring appropriately analysed information is available in a timely manner, to ensure a high level of Customer Service to the Operational Managers and Clinicians; •Receiving complex information from multiple sources and manipulating the data, using statistical and analytical methods, in order to present both routine and ad-hoc reports in a usable and understandable format to non-analytical colleagues in the Medicines Management Team; •Provide performance management support to the Medicines Management Team; •Helps provider and service based performance management systems; • Representing the Performance Team within the Medicines Management Department Participate with them in matrix teams; •Developing data in key areas of commissioning, performance management and service redesign; •Communicate reports to non-statisticians explaining the detail in an easy to understand manner; •Updating, maintaining, organise, gather and analyse information to predict/meet future organisational and team needs •Lead on development, implementation, monitoring and evaluation of new information systems/databases as required •Carry out timely and accurate information analysis and reporting on agreed areas •Responsible for the development and maintenance of databases required for regular reports I also occasionally work with performance lead team to support, whenever they needs.

**Employer name** Data Validation Officer

**Employer address**

Brighton and Sussex University Hospital 177 Preston Road Brighton BN1 6AG

**Type of business** NHS Trust

**Reporting to (job title)** Manager

**Telephone** 01444 441881

**Your job title** Data Validation Officer

**Start date** June 2014

**End date** October 2014

**Grade** Band 5

**Salary** 10 p/h

**Period of notice** 1 week

**Reason for leaving (if applicable)**

Job progression

**Brief description of your duties & responsibilities**

• Work within the Data Migration project team; Promoting the accuracy of data across the trust; • Data entry, edit, cleaning, investigating on the Patient Administration System (PAS); • Follow up medical notes and updates on the system, PMI, New Referrals (Out Patients) ; • Contact patients regarding appointments data; Develop scripts to compare data and find anomalies; • Validated and reported data relates to business performance through Cost benefit and Analysis; • Supported on demand reporting, cleansing, extracting and formatting using excel/sql.

**Employer name** Regency Linen

**Employer address**

2 Quedgeley Court Ebley Close London SE15 6BD

**Type of business** Retail

**Reporting to (job title)** Manager

**Telephone** 02036750473

**Your job title** Data Analyst

**Start date** January 2014

**End date** May 2014

**Grade**

**Salary** £12 p/h

**Period of notice** N/a

**Reason for leaving (if applicable)**

Job Progression

**Brief description of your duties & responsibilities**

•Design, edit and modify large volume of data using SQL/Excel and write business report as require; •Proficient in Excel (Macro, Pivot table, H lookup and V lookup); data sorting and filtering; •Provided complex Data Analysis and design support to identify business trends, profit and loss; •Supported on demand reporting, cleansing, extracting, achieving and formatting data to support workflows in cross functional teams; •Validated and reported data relates to business performance through Cost benefit and Correlation Analysis of Key Performance Indicators; •Maintained TSQL and CRM database structure for the team, logged and tracked errors

**Employer name** Nhs Highland

**Employer address**

Raigmoore Hospital Inverness

**Type of business** NHS

**Reporting to (job title)** Manager

**Telephone**

**Your job title** Data Validation officer

**Start date** September 2013

**End date** October 2013

**Grade**

**Salary** £800 p/w

**Period of notice** N/A

**Reason for leaving (if applicable)**

Temporary contract ended

**Brief description of your duties & responsibilities**

•Work within the Data Migration project team; •Develop SQL scripts to compare data from different data source; •Develop scripts to compare data and find anomalies; •Resolve anomalies if necessary; Identify data quality issues.

**Employer name** Barclays bank

**Employer address**

Barclays Bank Glasgow

**Type of business** Banking

**Reporting to (job title)**

**Telephone**

**Your job title** PPI Claim Analyst



**Start date** August 2013

**End date** September 2013

**Grade**

**Salary** 11 p/h

**Period of notice** n/a

**Reason for leaving (if applicable)**

Job Progression

**Brief description of your duties & responsibilities**

•Identifying and escalating ideas for operational process improvements to improve efficiency; •Addressing and where appropriate escalating issues and problems to team leader to achieve the best possible outcome for the customer and the business in line with Regulation, policy and best practice; •Delivery and provide accurate and current advice and appropriate support to customers and colleagues; •Undertaking a range of processing and administrative tasks in accordance with company policy and procedures to deliver excellent customer service and achieve center performance targets; •Working with team colleagues to enable the delivery high standards customer service to achieve targets.

**Employer name** Regency Linen

**Employer address**

2 Quedgeley Court Ebley Close London SE15 6BD

**Type of business** Retail

**Reporting to (job title)** Manager

**Telephone** 02036750473

**Your job title** Data analyst and e-commerce support

**Start date** July 2011

**End date** November 2013

**Grade**

**Salary** 12 p/h

**Period of notice** N/A

**Reason for leaving (if applicable)**

Job Progression

**Brief description of your duties & responsibilities**

•Design, edit and modify large volume of data using SQL/Excel and write business report as require; •Data Analysis, cleansing, sorting and filtering; Script creation, execution and deletion; •Using Excel (Macro, Pivot table, H lookup and V lookup) for data sorting and filtering; •Supported on demand reporting, cleansing, extracting and formatting data to support workflows; •Provide support to the e-commerce product team and Reporting to the Manager of E-Commerce; •Liaise and build relationship with our partners, e-commerce merchants and sales team; •Develop & Maintain an Effective Network of Contacts & Build Relationships at all levels; •Profitability is maintained through effective service levels, time analysis and direct cost recovery.

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

N/A

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

I successfully completed M.Sc. in Management Information System from Glasgow Caledonian University, having previously completed a Bachelor degree in Commerce while studying in Bangladesh.

To complement my academic experience, I have attained numerous transferable skills through industry experience; most recently as Data analyst at NHS, Data Analyst in Regency Linen and Performance Analyst NHS. The analyst role has developed my deep analytical skills, provide accurate information to meet the demands and find out the organization performance and growth. This role also combined with older experience, has been instrumental in the development of my time, people, resource management and IT skills with knowledge of Excel and Word.

While working in various organisation, I worked on various business improvement project and maintained CRM database. At Regency Linen I also dealt with some IT projects. At NHS I have worked cross functional teams. I have great back ground of finance industry as I worked in finance industry to provide business supporting as credit controller at QCHA. I have the strong analytical background which can bring great deal of experience round CRM data base management.

I have developed my knowledge in data analyst and business report. I understand business process and passionate about business improvement project through consulting support. I am also keen to work as Financial Analyst. I have various knowledge about NHS finances about PBR, Block contract and Aligned Incentive Contract (AIC). I have extensive knowledge of SQL, MS office, SAP tools and business models with some industrial experience.

I have proven track of excellent customer care ability, process knowledge and IT applications and some financial background. I am passionate to develop my career further and contribute to company.

One of the important reason to apply for this role, it will support my growth to gain valuable data analysis process, information analysis skills and it will help to grow my skills further. There is also great chance for me that I can combine my great customer service knowledge, data analytical skill and business knowledge with finance knowledge. I am an effective team player that has developed my communication & influential skills, confidence, tenacity and positive attitude to helpful for this role.

I have the functional and interpersonal skill with proven records, with knowledge of financial industries. My recent academic achievements and professional experiences have both challenging and rewarding, yet I still have a desire to face new challenges with greater responsibility that will allow me to demonstrate my full potential. If I have given the opportunity to take this role, I will bring great quality in information and database management, business information and finance; and in this new role. In return I can offer dedication, integrity and a vast amount of personal experience.

I am confident that my experience and knowledge would add great value to this particular role. I am excited for the challenge and want to play vital role in finance, database management, IS management, data analysis and happy to accept for new challenges.

With my NHS experience and other industrial experience, I believe I can contribute perfectly for this role and I am happy to take this challenge to grow my career to contribute for organisation.

**Preferred employment type** Full time, Part time, Flexible hours

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Previous Employer

**Email address** Bas.Riaz@insource-select.co.uk

**Title** Ms

**Surname/Family name** Lee

**First name** Kirsty

**Relationship** Job Agent

**Employer name** Insource Select (NHS)

**Job title** Administrtor  
**Address line 1** Tempus Court  
**Address line 2** Bellfield Road  
**Address line 3**  
**Town/City** High Wycombe  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** HP13  
**Telephone** 0203 7274 118  
**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Previous Employer  
**Email address** Info@regencylinen.co.uk  
**Title** Mr  
**Surname/Family name** Haque  
**First name** Mokammel  
**Relationship** Manager  
**Employer name** Regency Linen  
**Job title** Operation Manager  
**Address line 1** 2 Quedgeley Court  
**Address line 2** Ebley Close  
**Address line 3**  
**Town/City** London  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** SE15 6BD  
**Telephone** 02036750473  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Previous Employer  
**Email address** phil.allman@nhs.net  
**Title** Mr  
**Surname/Family name** Allman  
**First name** Phil  
**Relationship** Manager  
**Employer name** NHS Coastal West Sussex CCG  
**Job title** Performance Manager  
**Address line 1** 1 The Causeway  
**Address line 2** Goring-by-Sea  
**Address line 3** Worthing  
**Town/City** Worthing  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** BN12 6Bt  
**Telephone** 01903 708 635  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Current Employer  
**Email address** colleenknight@nhs.net  
**Title** Ms  
**Surname/Family name** Knight  
**First name** Colleen  
**Relationship** Manager  
**Employer name** Arden and Gem CSU

**Job title** Head of Intelligence  
**Address line 1** St Johns House  
**Address line 2** 30 East St  
**Address line 3** Leicester  
**Town/City** Leicester  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** LE1 6NB  
**Telephone** 07557863849  
**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes



## Application for employment



## Health Education England

Details entered in this part of the form will be made available to the shortlisting panel. Please make sure that you have read the job description and person specification before completing the application form, and ensure that your answers clearly and honestly demonstrate how your skills and experience are relevant to the post for which you are applying.

### Education & professional qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

Subject/Qualification	Place of study	Grade/Result	Year obtained
MEng in Telecommunication/Electronic Engineering	Dublin City University	Pass	2009
BE in Electrical/Electronic Engineering	Dublin Institute of Technology	2.2	2004
Diploma in Applied Electronics	Dublin Institute of Technology	Pass	2000

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Prince2 Foundation & Practitioner certificates, The British Computing Society	5 days		2016

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

#### Please indicate your professional registration status

I do not have the relevant UK professional registration

#### Professional body

If other please provide details below

Membership/Registration number

Expiry / renewal date

### NHS Service

Start date of continuous NHS service (if applicable)

Months since most recent employment ended (if applicable)

### Employer/activity history

Please record below the details of your full employment history beginning with your current or most recent first. Up to 10 previous employments can be entered here. If required, please provide additional information regarding your employment history within the 'Supporting Information' section.

**Employer name** Retail inMotion  
**Employer address** Hangar 57,  
Blackthorn Road,  
Sandyford Business Park,  
Dublin 18, Ireland  
**Type of business** Software Solution Provider  
**Reporting to (job title)** Solution Architect  
**Telephone** +353 1445 1212

**Your job title** IT Account Manager/ Subject Matter Expert

**Start date** December 2016

**End date**

**Grade**

**Salary** 60000

**Period of notice** 30 days

**Reason for leaving (if applicable)**

Seeking career opportunity closer to my residence in Liverpool. Relocating to Manchester in May 2019.

**Brief description of your duties & responsibilities**

Business and technical requirement gathering for system change requests and new implementations. Analysis of as is and to be processes. MVP analysis. Creating specification, stories and scenarios for development review and estimations. Join Back log grooming to ensure high priorities are scheduled. Functional testing and updating stake holders of progress.

---

**Employer name** Ocuco Ltd

**Employer address** The Nexus Building  
Blanchardstown Corporate Park  
Blanchardstown  
Dublin D15 N5DX  
Ireland

**Type of business** Software Solution Provider

**Reporting to (job title)** Implementation Manager

**Telephone** +3531 822 6533

**Your job title** Professional Service Consultant

**Start date** July 2012

**End date** December 2016

**Grade**

**Salary** 55000

**Period of notice** 30

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Client business and Technical consultant and solution Subject Matter Expert. Project managed client system implementations and post go live consultancy. Assess current system functionalities and review improvement or new functionalities.

---

**Employer name** Jade Cottage Restaurant

**Employer address** 3 Meehan House,  
Portlaoise, Co. Laois,  
Ireland

**Type of business** Restaurant

**Reporting to (job title)** Proprieter

**Telephone**

**Your job title** Project Manager

**Start date** November 2011

**End date** July 2012

**Grade**

**Salary** 35000

**Period of notice**

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Project Manager taking over an existing business and building a new branding for the restaurant.

---

**Employer name** Irish Aviation Authority

**Employer address** Irish Aviation Authority,  
Shannon Centre,  
Ballycasey Cross,  
Shannon, Co. Clare  
Ireland

**Type of business** Air Traffic Control

**Reporting to (job title)** Course Coordinator

**Telephone** +353 61 770700

**Your job title** Trainee Air Traffic Controller

**Start date** September 2009  
**End date** October 2011  
**Grade**  
**Salary**  
**Period of notice**  
**Reason for leaving (if applicable)**  
**Brief description of your duties & responsibilities** Air Traffic Training course

---

**Employer name** Ocuco Ltd  
**Employer address** The Nexus Building  
Blanchardstown Corporate Park  
Blanchardstown  
Dublin D15 N5DX  
Ireland  
**Type of business** Software Solution Provider  
**Reporting to (job title)** Implementation Manager  
**Telephone** +3531 822 6533  
**Your job title** Professional Service Engineer  
**Start date** December 2004  
**End date** September 2009  
**Grade**  
**Salary** 40000  
**Period of notice**  
**Reason for leaving (if applicable)** Acceptance into Air Traffic Control Course  
**Brief description of your duties & responsibilities**  
Progressed from Customer Service to system trainer and consultant. Working with tools including the MS office suite to Oracle 8i and 10G.

---

**Employer name** The Lucky Palace Restaurant  
**Employer address** 3 Meehan House,  
Portlaoise,  
Co. Laois,  
Ireland  
**Type of business** Restaurant  
**Reporting to (job title)** Proprieter  
**Telephone**  
**Your job title** Waiter  
**Start date** July 1995  
**End date** December 2004  
**Grade**  
**Salary** 18000  
**Period of notice**  
**Reason for leaving (if applicable)**  
**Brief description of your duties & responsibilities** Restaurant waiter during education

#### Gaps in employment

**If you have any gaps within your employment history, please state the reasons for the gaps below.**  
No employment gaps

#### Supporting information

Supporting Information Fields marked with an asterisk are mandatory

In this section you need to demonstrate that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular post, if this has not been fully covered in the previous sections.

Please include your reasons for applying and take the opportunity to highlight your particular talents and strengths, (what you feel you can personally offer - what is unique to you - what sets you apart from your peers).

Please DO NOT include personal details or duplicate information already provided elsewhere in your application.



### Supporting information

I have the desired communication skills required for the role from my current and previous customer facing roles. I will be able to clearly define the client's business cases, analyse and document them accurately. This will include breaking user stories and scenarios by vertical or business cases depending on agreement with internal product and development teams.

I have and currently working in solution environments involving a rich suite of technologies, including; database, API, web services, payment gateways and business analytics.

My roles requires me to work independently or as a team to drive projects and system development to completion in challenging timelines while meeting development high standards.

As an experienced business analysis working in Agile environments, I am confident I have the knowledge, tools and experience for the advertised position.

### Preferred employment type

Full time

### Further questions

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years' of employment? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage.**

Yes

**Have you provided details of employment gaps in the relevant section? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage**

Yes

### References

If you are successful, prior to appointment, **we will take up as many references as needed to cover all activities, including periods of employment and full time education, that you have undertaken over the past three years.** Any offer will be subject to these being satisfactory. Please ensure that you provide full contact details for your Employer/Line Managers or Course Tutors for each activity. Please include their **work email address** where possible to avoid any unnecessary delays.

If during the last three years you have any periods in which you have not been in either employment or full-time education please provide details of someone who can provide a character reference for you to cover this period. Character references should be provided by a person of standing in the community such as a Teacher, Health Care Professional (i.e. Doctor, Physiotherapist, Registered Nurse), Minister of Religion, Police Officer or Solicitor. **Character references should only be used in EXCEPTIONAL circumstances to cover periods of time when you have not been in either employment or education.**

Please use the "Add another" button below to add as many referees as required to meet the above requirements. Periods that referees cover may overlap but there should not be any gaps over the past three years.

**Referee's title** Mr

**Referee's first name(s)** Rob

**Referee's surname** Donnelly

**Referee's organisation name** Retail inMotion

**Job title** Project Manager

**How do they know you?** Employer / Line Manager

**Address 1** Hangar 57

**Address 2** Blackthorn Road

**Address 3** Sandyford Business Park

**City / Town** Sandyford

**County / State** Dublin 18

**Postcode**

**Country** Ireland

**Telephone no.**

**Mobile no.**

**Fax no.**

**Email address** Rob.Donnelly@retailinmotion.com

**Can the referee be approached prior to the interview?** Yes

**Period this reference covers from:** December 2016

**Period this reference covers to:** March 2019

**What name will the referee know you by if different from your current name?**

**Why has your name changed?**

# Applicant 14711262

## Application for employment



## Health Education England

Details entered in this part of the form will be made available to the shortlisting panel. Please make sure that you have read the job description and person specification before completing the application form, and ensure that your answers clearly and honestly demonstrate how your skills and experience are relevant to the post for which you are applying.

### Education & professional qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

Subject/Qualification	Place of study	Grade/Result	Year obtained
BSC FINANCE	UNIVERSITY OF ILORIN	2.2	1989
MBA INTERNATIONAL BUSINESS	COVENTRY UNIVERSITY		INVIEW
ASSOCIATE CHARTERED ACCOUNTANT ICAN		ACA	1998
ACCA	ACCA	FINALIST	INVIEW

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Business Analysis Practice Certified	ISEB		2018
Modelling Business Processes Certified	ISEB		2018
Requirement Engineering Certified	ISEB		2018
Foundation in Business Analysis Certified	ISEB		2016

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

#### Please indicate your professional registration status

I am a student

#### Professional body

If other please provide details below

Membership/Registration number

Expiry / renewal date

### NHS Service

Start date of continuous NHS service (if applicable)

Months since most recent employment ended (if applicable)

### Employer/activity history

Please record below the details of your full employment history beginning with your current or most recent first. Up to 10 previous employments can be entered here. If required, please provide additional information regarding your employment history within the 'Supporting Information' section.

**Employer name** Travelex  
**Employer address** 4th Floor  
Kings Place  
90 York Way  
London  
N1 9AG

**Type of business** Financial / Forex

**Reporting to (job title)**

Vivienne Onwuocha (Snr Business Analyst / SAP Consultant)

**Telephone** vivienne.onwuocha@gmail.com (07966398964)

**Your job title** Business Analyst

**Start date** April 2017

**End date** May 2018

**Grade** contractor

**Salary** 450pd

**Period of notice** n/a

**Reason for leaving (if applicable)** End of contract

**Brief description of your duties & responsibilities**

Travelex Group is a foreign exchange company. Main businesses are international payments, bureaux de change and issuing prepaid credit cards for use by travellers.

Decommissioning Dream system and implementation of SAP.

? Works with any system roll-out or development of functional requirements to ensure smooth transition across the business

? Elicited the requirements for the implementation to meet various country roll out.

? Responsible for pro-active and regular communication with other areas of Finance and the business in relation to the provision of Finance Operations/Finance Reporting services

? Undertakes any necessary training associated with the duties of the post and participates in training and development procedures

? Supported and planned the data migration process.

? Maintain a working test environment ensuring it is aligned with production.

? Involves in the preparation of Business readiness with the PMO

? Carried out Pre-and Post-Go live after care to ensure the smooth roll out and implementation

---

**Employer name** United Kingdom Asset Resolution (UKAR)

**Employer address** Bradford & Bingley / Mortgage Express,  
PO Box 629,  
DURHAM,  
DH1 9JQ

**Type of business** Financial/ mortgage

**Reporting to (job title)** Project Manager

**Telephone**

**Your job title** Business Analyst

**Start date** November 2015

**End date** March 2017

**Grade** contractor

**Salary** 400pd

**Period of notice** n/a

**Reason for leaving (if applicable)** End of contract-

**Brief description of your duties & responsibilities**

Investigated the relevant business directorate structure to document the separation approach

? Wrote Scope documents and assessed Impact analysis of changes on business

? Elicited requirements on various risk work streams- Credit risk, operational risk, compliance risk, wholesale risk, Group risk, legal and internal audit

? Worked closely with key stakeholders to produce the required artefacts (High level Business Requirement, Detailed Business Requirement, High Level Business Design, Detailed Business Design, Approach & Definition Document, Traceability Matrix and acceptance criteria);

? Conducted one on one / multiple end-user workshops to elicit requirements and documenting business requirements which subsequently got signed off by key stakeholders.

? Documented all business processes- 'As Is and To Be' processes,

? Worked with Product Owners to elicit and prioritize requirements, define the product roadmap,

? Developed minimum viable product alongside the story board

? Built and refine product roadmaps

? Produced Use cases and users stories

## Gaps in employment

If you have any gaps within your employment history, please state the reasons for the gaps below.

MBA STUDIES

## Supporting information

Supporting Information Fields marked with an asterisk are mandatory

In this section you need to demonstrate that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular post, if this has not been fully covered in the previous sections.

Please include your reasons for applying and take the opportunity to highlight your particular talents and strengths, (what you feel you can personally offer - what is unique to you - what sets you apart from your peers).

Please DO NOT include personal details or duplicate information already provided elsewhere in your application.

### Supporting information

An experienced Business Analyst with significant years of experience working on business process improvement and change projects alongside transformation and implementation experience with excellent stakeholder management skills at all levels and across many locations as well as great leadership, communication / interpersonal skills and an eye for details. With an excellent requirements management and process mapping skills as well as proven competency in the full project life-cycle, attention to detail and sound financial/strategic acumen I am eager to join an ambitious project where I can harness my skills/experiences.

Certifications:

- ISEB Business Analysis Practice Certified
- ISEB Modelling Business Processes Certified
- ISEB Requirement Engineering Certified
- ISEB Foundation in Business Analysis Certified
- ISEB Business Analysis Practitioner (in view)
- Lean Six Sigma- Yellow Belt Certified
- Scrum Agile Fundamentals – Certified
- Bloomberg Marketing Concept (BMC) Certified

First Degree: Finance

Master in Business Administration (MBA) International Business (In View)

Associate Member: The Chartered Institute for IT

ACCA Part Qualified (Finalist)

ACA Qualified

### Preferred employment type

Full time

Flexible hours

## Further questions

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years' of employment? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage.**

Yes

**Have you provided details of employment gaps in the relevant section? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage**

Yes

## References

If you are successful, prior to appointment, **we will take up as many references as needed to cover all activities, including periods of employment and full time education, that you have undertaken over the past three years.** Any offer will be subject to these being satisfactory. Please ensure that you provide full contact details for your Employer/Line Managers or Course Tutors for each activity. Please include their **work email address** where possible to avoid any unnecessary delays.

If during the last three years you have any periods in which you have not been in either employment or full-time education please provide details of someone who can provide a character reference for you to cover this period. Character references should be provided by a person of standing in the community such as a Teacher, Health Care Professional (i.e. Doctor, Physiotherapist, Registered Nurse), Minister of Religion, Police Officer or Solicitor. **Character references should only be used in EXCEPTIONAL circumstances to cover periods of time when you have not been in either employment or education.**

**Please use the "Add another" button below to add as many referees as required to meet the above requirements. Periods that referees cover may overlap but there should not be any gaps over the past three years.**

**Referee's title** Ms

**Referee's first name(s)** Marianne

**Referee's surname** Brobey

**Referee's organisation name** NHS

**Job title**

**How do they know you?** Personal / Character Reference

**Address 1** 31 St. Clements Drive

**Address 2** Bletchley

**Address 3**  
**City / Town** Milton Keynes  
**County / State**  
**Postcode** MK3 5EL  
**Country** United Kingdom  
**Telephone no.**  
**Mobile no.**  
**Fax no.**  
**Email address** m.brobey@nhs.net

**Can the referee be approached prior to the interview?** Yes

**Period this reference covers from:** May 2018

**Period this reference covers to:** March 2019

**What name will the referee know you by if different from your current name?** n/a

**Why has your name changed?** n/a

---

**Referee's title** Mrs  
**Referee's first name(s)** Vivienne  
**Referee's surname** Onwuocha  
**Referee's organisation name** Travelex  
**Job title** Snr Business Analyst / SAP Consultant  
**How do they know you?** Employer / Line Manager  
**Address 1** 4th Floor Kings Place 90 York Way  
**Address 2**  
**Address 3**  
**City / Town** London  
**County / State** London  
**Postcode** N1 9AG  
**Country** United Kingdom  
**Telephone no.**  
**Mobile no.**  
**Fax no.**  
**Email address** vivienne.onwuocha@gmail.com

**Can the referee be approached prior to the interview?** Yes

**Period this reference covers from:** April 2017

**Period this reference covers to:** May 2018

**What name will the referee know you by if different from your current name?** n/a

**Why has your name changed?** n/a

---

**Referee's title** Mr  
**Referee's first name(s)** Renny  
**Referee's surname** Smith  
**Referee's organisation name** ACDE Management Ltd  
**Job title** Managing Partner/ consultant  
**How do they know you?** Employer / Line Manager  
**Address 1** 11 Calgary House  
**Address 2** Romford  
**Address 3**  
**City / Town** Kent  
**County / State**  
**Postcode** RM78AP  
**Country** United Kingdom  
**Telephone no.** 02081442187  
**Mobile no.**  
**Fax no.**  
**Email address** renny.smith@acdemanagement.com

**Can the referee be approached prior to the interview?** Yes

**Period this reference covers from:** November 2015

**Period this reference covers to:** March 2017

**What name will the referee know you by if different from your  
current name?** n/a

**Why has your name changed?** n/a



## Application for employment



## Health Education England

Details entered in this part of the form will be made available to the shortlisting panel. Please make sure that you have read the job description and person specification before completing the application form, and ensure that your answers clearly and honestly demonstrate how your skills and experience are relevant to the post for which you are applying.

### Education & professional qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

Subject/Qualification	Place of study	Grade/Result	Year obtained
-----------------------	----------------	--------------	---------------

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
--------------	-------------------	----------	----------------

PRINCE2 Foundation	PRINCE2	2 months	2016
--------------------	---------	----------	------

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status**

Not required for this post

**Professional body**

**If other please provide details below**

**Membership/Registration number**

**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)**

**Months since most recent employment ended (if applicable)** N/A

### Employer/activity history

Please record below the details of your full employment history beginning with your current or most recent first. Up to 10 previous employments can be entered here. If required, please provide additional information regarding your employment history within the 'Supporting Information' section.

**Employer name** The Royal Bank of Scotland

**Employer address** 3 Hardman Boulevard  
Manchester  
M3 3AQ

**Type of business** Banking

**Reporting to (job title)** Network Manager

**Telephone**

**Your job title** Business Analyst

**Start date** December 2017

**End date** February 2019



**Grade** Associate

**Salary** £50,000

**Period of notice** 1 month

**Reason for leaving (if applicable)** Redundancy

**Brief description of your duties & responsibilities**

- Business analyst role within a project team focused on defining, shaping and implementing the set up a new legal entity to serve our European clients post brexit
- Built and maintained strong business relationships with all stakeholders internally and externally to ensure the setting up of accounts within our global agent bank network
- Mapped out and owned the business requirements for the network management input of the brexit project to ensure that the scope of the project was defined and the solution was delivered within the agreed timeframe
- Collaborated and interacted with multi-disciplined teams to ensure there was a clear understanding of what was needed to be achieved and that all relevant business areas were fully engaged
- Managed the delivery of numerous project updates to the project board, network management board and executive committee

---

**Employer name** NatWest Markets

**Employer address** 3 Hardman Boulevard  
Manchester  
M3 3AQ

**Type of business** Banking

**Reporting to (job title)** Head of Resilience and Exposure Management

**Telephone**

**Your job title**

UK Operations Business Continuity & Recovery and Resolution Planning Manager

**Start date** September 2013

**End date** November 2017

**Grade** Associate

**Salary** £48,000

**Period of notice** 1 Month

**Reason for leaving (if applicable)** Due to be made redundant

**Brief description of your duties & responsibilities**

- Accountable for managing the business continuity plans for the UK footprint of markets operations for over 1000 staff across 5 sites in the UK
- Managed the delivery of a new disaster recovery facility for our Northwest sites, reducing an annual cost to the business of £100k and mitigating a risk to the business relating to recovery time objectives
- Defined, shaped and managed the implementation of a new tool to address a global risk that existed around access control to third party vendor applications
- Responsible for leading the co-ordination of the UK operations strategy during invocation of the business continuity plans
- Produced monthly securities settlements reports for submission to the Prudential Regulation Authority, showing the daily average of trade values and volumes

---

**Employer name** The Royal Bank of Scotland

**Employer address** 3 Hardman Boulevard  
Manchester  
M3 3AQ

**Type of business** Banking

**Reporting to (job title)** Director of Risk

**Telephone**

**Your job title** Business Resilience Manager

**Start date** June 2011

**End date** August 2013

**Grade** Associate

**Salary** £28,000

**Period of notice** 1 month

**Reason for leaving (if applicable)** Promotion

**Brief description of your duties & responsibilities**

- Managed the business continuity plans for the European operating centre across two sites in the Northwest of England for 500 members of staff
- Project managed the successful implementation of a new telephone and network system across our Manchester centre
- Acquired an in-depth knowledge of the business and IT requirements through the development of business relationships to enable me to create fit for purpose business impact analysis plans
- Written and delivered incident management workshops to our directors to raise awareness of their roles and responsibilities in responding to an incident

**Employer name** The Bank of New York Mellon  
**Employer address** 1 Piccadilly Gardens  
Manchester  
M1 1RG  
**Type of business** Banking  
**Reporting to (job title)** Securities Data Manager  
**Telephone**  
**Your job title** Securities Data Management Analyst  
**Start date** March 2009  
**End date** May 2011  
**Grade** Analyst  
**Salary** £18,000  
**Period of notice** 1 month  
**Reason for leaving (if applicable)** Lack of opportunity to progress

**Brief description of your duties & responsibilities**

- Reduced operational risk by implementing a business transfer procedure, which involved travelling to the United States to manage the training and testing with colleagues in our Pittsburgh office
- Collaborated with numerous technical teams to ensure the smooth on-boarding of new clients joining the bank

**Employer name** Sesame Limited  
**Employer address** Capital House  
Waterfront Quay  
Salford Quays  
M50 3XW  
**Type of business** Financial Services  
**Reporting to (job title)** Head of Process Improvement  
**Telephone**  
**Your job title** Business Analyst  
**Start date** November 2004  
**End date** August 2008  
**Grade** Analyst  
**Salary** £18,000  
**Period of notice** 1 month  
**Reason for leaving (if applicable)** Redundancy

**Brief description of your duties & responsibilities**

- Managed projects assigned by the head of process improvement in order to maintain a standard of excellence and efficiency within the department and to reduce operational costs
- Analysed operating cost comparisons between keeping certain functions internally or outsourcing to a third-party supplier; presenting my findings and recommendations to the finance director and head of process improvement

**Gaps in employment**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

Aug 2008 to Feb 2009 Having been made redundant during the economic downturn, I took some time out whilst seeking a new position

**Supporting information**

Supporting Information Fields marked with an asterisk are mandatory

In this section you need to demonstrate that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular post, if this has not been fully covered in the previous sections.

Please include your reasons for applying and take the opportunity to highlight your particular talents and strengths, (what you feel you can personally offer - what is unique to you - what sets you apart from your peers).

Please DO NOT include personal details or duplicate information already provided elsewhere in your application.

### Supporting information

Dear Sir/Madam:  
Please find enclosed my application for the role of Business Analyst.

The skills I have relevant to this role include being adaptable, flexible and an ability to work well under pressure – skills which have been developed from my experience of being a point of escalation when unforeseen incidents impact our business. Managing and engaging with a wide range of internal and external stakeholders at senior levels, developed from leading the operational response during an incident, ensuring all levels of management are engaged and from collaborating with multi-disciplined teams on various projects.

As I've stated above, I feel I've developed a broad range of skills over my career relevant to this role, I also strive to build and develop my knowledge of the role and industry that I'm currently working in. To date, this has included gaining qualifications in Mortgage Advice, Risk & Compliance, Project Management and Business Analysis.

Thank you for taking the time to consider this application and I look forward to hearing from you in the near future.

Yours sincerely,  
Andy Saunderson

### Preferred employment type

Full time

### Further questions

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years' of employment? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage.**

Yes

**Have you provided details of employment gaps in the relevant section? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage**

Yes

### References

If you are successful, prior to appointment, **we will take up as many references as needed to cover all activities, including periods of employment and full time education, that you have undertaken over the past three years.** Any offer will be subject to these being satisfactory. Please ensure that you provide full contact details for your Employer/Line Managers or Course Tutors for each activity. Please include their **work email address** where possible to avoid any unnecessary delays.

If during the last three years you have any periods in which you have not been in either employment or full-time education please provide details of someone who can provide a character reference for you to cover this period. Character references should be provided by a person of standing in the community such as a Teacher, Health Care Professional (i.e. Doctor, Physiotherapist, Registered Nurse), Minister of Religion, Police Officer or Solicitor. **Character references should only be used in EXCEPTIONAL circumstances to cover periods of time when you have not been in either employment or education.**

**Please use the "Add another" button below to add as many referees as required to meet the above requirements. Periods that referees cover may overlap but there should not be any gaps over the past three years.**

Referee's title Mr

Referee's first name(s) Dan

Referee's surname Carroll

Referee's organisation name

Job title

How do they know you? Employer / Line Manager

Address 1 The Royal Bank Of Scotland Plc

Address 2 280 Bishopsgate

Address 3

City / Town London

County / State

Postcode EC2M 4RB

Country United Kingdom

Telephone no.

Mobile no.

Fax no.

Email address

Can the referee be approached prior to the interview? No

Period this reference covers from: December 2017

Period this reference covers to: February 2019

What name will the referee know you by if different from your current name?

Why has your name changed?

**Referee's title** Mr

**Referee's first name(s)** John

**Referee's surname** Phillips

**Referee's organisation name** The Royal Bank of Scotland

**Job title** Head of Resilience & Exposure Management

**How do they know you?** Employer / Line Manager

**Address 1** The Royal Bank Of Scotland Plc

**Address 2** 250 Bishopsgate

**Address 3**

**City / Town** London

**County / State**

**Postcode** EC2M 4RB

**Country** United Kingdom

**Telephone no.**

**Mobile no.** 07767474213

**Fax no.**

**Email address**

**Can the referee be approached prior to the interview?** No

**Period this reference covers from:** July 2011

**Period this reference covers to:** November 2017

**What name will the referee know you by if different from your current name?**

**Why has your name changed?**



# Applicant 14723412



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
MSc Marketing Management	UK	Pass	2010
MBA(Marketing Option)	Nigeria	Merit	2004
Post Graduate Diploma in Business	Nigeria	Merit	2002
Higher National Diploma in Marketing	Nigeria	Upper credit	1994

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Scrum Fundamentals Certified Credential (Certified ID 95932)	Scrumstudy	1 week	2016
Six Sigma Yellow Belt Professional (certified ID 70935)	6sigma Study	1 week	2016
Certified Marketing Research Associate(Certified ID 71743)	SMStudy	1 week	2016
Certified Marketing Strategy Associate (Certified ID 71742)	SMStudy	1 week	2016
Diploma in Robotic Process Automation	Ui Path	2 weeks	2018
Diploma in Business Analysis	British Computer Society	2 weeks	2016
Certified EU GDPR Foundation Certificate	IT Governance	4 weeks	2018

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**

**If other please provide details below**

**Membership/Registration number**

**Expiry / renewal date**

## Professional Body and Membership 2

**Professional body**

**If other please provide details below**

**Membership/Registration number**

**Expiry / renewal date**

## NHS Service

**Start date of continuous NHS service (if applicable)** December 2015

**Months since most recent employment ended (if applicable)**

## Current/most recent employer (reference always required)

**Employer name** Smartsafe Consulting

**Employer address**

Kemp house 152 City Road, London EC1V 2NX

**Type of business** Information Security consulting

**Reporting to (job title)**

**Telephone** 44 (0)207 175 3082

**Your job title** Business Analyst- Robotic Process Automation

**Start date** 10/2018

**End date** 01/2019

**Grade**

**Salary** £300 per day

**Period of notice** Nil

**Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

- Identify to-be improvements during the automation of a process.
- Spearheaded the develop of new ideas for features & products and ensured that the analysis phase is assigned
- Facilitated process definition workshops for test development through Proof of Concept to ascertain business value.
- Performs the assessment to determine the technical feasibility of automating the processes.
- Documented robotic implementation requirements with coy compliance and policies
- Defined 110 use cases for automation with conditions for qualification and associated data mapping
- Choose processes that best fit for automation and created the process design document.
- Prepared process and toolset improvements and detailing process documentation with client SME's through implementation
- Review processes in detail and gathers the specifications for the project design draft.
- PDD walkthrough to determine usability and process documentation accuracy with end users.

## Activities prior to above starting with most recent

**Employer name** DMO Consultancy & Accounting Services

**Employer address**

UNIT 2 RIVERSIDE HOUSE 36 PRESTON STREET, FAVERSHAM, KENT ME13 8PE

**Type of business** Management consulting

**Reporting to (job title)** Managing Director

**Telephone** 01795601531,

**Your job title** Business Analyst- GDPR

**Start date** October 2017

**End date** October 2018

**Grade**

**Salary**

**Period of notice** Nil

**Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

- Mapped current repositories of data and how PII is handled across associated applications using data flow diagrams.
- Designed data flow map based on data inventory and register contents to provide a visual representation of the flow of Personal Data.
- Optimised data governance processes to meet data protection requirements.
- Designed a high-level decision tree as a guide to frontline staff to recognise and appropriately respond to DSAR.
- Updated policies and procedures for recording DSAR to help staff take reasonable and steps to verify the identity of data subjects.
- Proposed a targeted and specific procedural guidance for front-line staff to ensure data is released in a safe and secure manner.
- Ensured processes and technologies are in place to delete data in response to a request from data subjects.
- Outlined clear policies on the protection and confidentiality of customers' data.
- Supported the team with the implementation of a detailed inventory to support business processing activities
- Reviewed existing policies and procedures and ensured that regulatory changes are articulated and built into policies and procedures.
- Created data breach identification and notification procedures and response plans.

**Employer name** British Broadcasting Corporation**Employer address**

BBC Manchester, Quay House, Manchester

**Type of business** Media**Reporting to (job title)** John Kearney**Telephone****Your job title** Business analyst**Start date** December 2016**End date** March 2017**Grade** 8**Salary** 42,000**Period of notice** Nil**Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

- Collaborated with the team to seamlessly integrate and provide value from the onset.
- Analysed user requirements using interview and document analysis to develop technical specification for IT.
- Utilised awareness of end goal to for a solution to maintain vision across the team.
- Ensured that requirements are sufficiently described and understood so that deliverable meet requirement.
- Support product managers by capturing and analysing low-level detailed requirements.
- Defined acceptance criteria using value analysis to prioritise and test business rules and user story in Jira and Git Hub.

**Employer name** Salford Royal Foundation TRUST**Employer address**

Scotts Lane Salford M6 8HD

**Type of business** Health Care**Reporting to (job title)** Facilities and Hospitality Manager**Telephone** 01612573407**Your job title** Customer care Analyst**Start date** December 2014**End date** March 2009**Grade** Band 2**Salary** 17,000**Period of notice** 3 weeks**Reason for leaving (if applicable)**

My skills and experience is more than the responsibility accorded to me at present and am of the opinion that the only way I can contribute to making the NHS more successful is by move to the next role

**Brief description of your duties & responsibilities**

I am currently the communication channel and the link between the customer,hospitality team and third party providers working with the Salford Royal Foundation trust. Undertook gap analysis to study the current system(its drawback) and reasons for the proposed system, drawbacks and how value can be added to the system Organize workshops (business need analysis) and interview secessions to understand the AS -IS. Documented a high level Swim-lane diagram of the AS -IS using Microsoft Visio and collaborated with the consultant medical team (key stakeholders) to agree and sign off AS IS findings. Gathered user and system requirements through existing system, document review, workshop and observational techniques. Actively engaged the key stakeholders across the Trust through meetings and one to one sessions to understand impediments to the successful operation of the car parking scheme. Used multiple internal systems to analyse customers transactions to enhance customer satisfaction. Motivate the customer care department to achieve quality customer service by having regular meeting with the team. Oversaw the maintenance of the car parking team and facilities through efficient and effective customer service. Generated additional 60% increase in revenue through effective management of lost tokens. Detailed analysis of weekly and monthly management reports to analyse reduction in customer complaints. Facilitated the creation of new business rules in workshops environment. Gathered requirements from stakeholders and collaborated with project sponsor while ensuring that requirement add value to the system. Scrutinize business process re-engineering in business planning and return of service to support the transaction



**Employer name** Vision On Group

**Employer address**

Smithfold Lane, Worsley, Manchester, Lancashire, M28 0GP

**Type of business** Security systems

**Reporting to (job title)** Group Managing Director

**Telephone** Tel: 0161 790 6578

**Your job title** systems security Officer

**Start date** September 2013

**End date** November 2014

**Grade**

**Salary** 13000

**Period of notice** non

**Reason for leaving (if applicable)**

To seek for greater responsibility and challenge

**Brief description of your duties & responsibilities**

•Liaise with project sponsor and key stakeholders to agree terms of reference for security automating reporting system. •Undertook a gap analysis and MOSCOW to prioritize requirement to understand the existing system and drawback. •Defined the immediate, short and long term business critical needs and the bottom line benefits. •Prepared investment appraisals and business case evaluation for the automating reporting system. •Identified the various stakeholders and prepared a structured stakeholder communication and management strategy relevant to security automating reporting system. •Facilitated collaborative workshops and interview secessions to understand the AS IS process. •Captured, documented and maintained a high level swim lane diagram of the business process, site map of the "AS IS" using MS Visio. •Organized workshops for senior management to agree and sign off AS IS findings. •Used documentation skills to document functional and non-functional requirements based on what would add value to the system •Designed a web-based adaptable workflow system for use across the business to streamline endorsement procedure for administrative processes. •Improved process efficiency by proficiently displaying annotation and task within a dept. •Conducted activity based research on security check process which condensed the amount of paper flow and documentation. Ensured company compliance with Security Industry Authority standard by creating a timing reporting system for recruitment and documentation which reduced the employment of illegal workers by 95%.

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

My success in the roles I have held has been due to my ability to elicit requirements using interviews, document analysis, requirement workshops, business process descriptions and workflow analysis. Over the years, I have gained the experience of working within both Agile and Waterfall delivery environments, online and Digital experience (understanding of user journeys and interactive design) and the ability to document requirements as Use Cases and activity diagrams/process flows.

I am self-motivated and successfully worked independently with users to define concepts under the direction of project managers. I can evaluate critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.

I have worked within a complex stakeholder landscape and skilled at understanding the desires of multiple stakeholders with strong analytical and product management skills. While working collaboratively with the project management team, I have successfully delivered digital transformation projects by capturing function and non-functional requirements and ensured that prioritised requirements that add value to the project are captured in form of user stories with detailed acceptance criteria.

As an advocate of continuous improvement, I have the proficiency to handle changing requirements, analyse, validate and deliver detailed requirements for systems requirement using consultancy skills to communicate, influence, guide stakeholders through the change process. Giving the opportunity to help your organisation achieve her transformation programme via a seamless interaction with end users would be a wonderful experience and also an opportunity to develop my skills.

**Preferred employment type** Full time

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Personal/Character

**Email address** dave.armstrong@srft.nhs.uk

**Title** Mr

**Surname/Family name** Dave

**First name** Armstrong

**Relationship** Facilities manager

**Employer name**

**Job title**

**Address line 1** Scotts lane

**Address line 2** Salford

**Address line 3**

**Town/City** Manchester

**County/State** Lancashire

**Country** United Kingdom

**Postcode/Zip code** M6 8HD

**Telephone** 01612064681

**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Educational/Academic

**Email address** Grodriguez@uclan.ac.uk

**Title** Mrs

**Surname/Family name** Rodriguez

**First name** Gillian

**Relationship** Programe Director

**Employer name**

**Job title**

**Address line 1** Lancashire Business School University of Central Lancashire Preston

**Address line 2**

**Address line 3**

**Town/City** Preston

**County/State** UK

**Country** United Kingdom

**Postcode/Zip code** PR1 2HE

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes



# Applicant 14723413



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Biomedical Science	Staffordshire University	2:2	2014
A level Maths, Biology, Chemistry, ICT	Bishop Ramey CofE	Available upon request	2011
GCSEs	Barnhill Community High	7 A-C incl english and maths, available upon request	2008

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
BCS Requirements Engineering	British Computer Society (BCS)		2019
BCS Business Analysis Practise	British Computer Society (BCS)		2018
User Stories Fundamentals			2018
Certified Lean Kanban Foundation	Kanban university		2018
Certified Scrum Product Owner (CSPO)	Scrum Alliance		2018
BCS Business Analysis Foundation	British Computer Society (BCS)		2017

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I have current UK professional registration relevant for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body** Other  
**If other please provide details below** British Computer Society  
**Membership/Registration number**  
**Expiry / renewal date**

## Professional Body and Membership 2

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

## NHS Service

Start date of continuous NHS service (if applicable)  
Months since most recent employment ended (if applicable)

## Current/most recent employer (reference always required)

Employer name Worldpay  
Employer address  
3 Hardman Square, Manchester, M3 3EB  
Type of business Finance  
Reporting to (job title) Senior Business Analyst/Process Analyst  
Telephone  
Your job title Business Analyst/Process Analyst  
Start date 06/2016  
End date  
Grade  
Salary  
Period of notice 1 month

### Reason for leaving (if applicable)

### Brief description of your duties & responsibilities

- Organising and facilitating elicitation workshops, interviews and shadowing to capture, document and model/re-engineer end to end as-is business processes as well as designing and engineering to-be operating models with project managers/product owners across various business functions
- Process architecture • UPN and BPMN as well as enterprise process mapping using tools such as Tibco Nimbus and Microsoft Visio
- Requirements elicitation and analysis • Gap analysis • Strong stakeholder management • Managing process maps and documentation reviews with the relevant process owners, stakeholders and SMEs to obtain sign off
- Identify and capture risks and controls across various business functions to imbed these into process maps (e.g. SOX compliance) for assurance in auditing and compliance.
- Analysing business processes to identify, inefficiencies, high costs/risks and provide process improvement recommendations to mitigate risk, reduce operating costs and/or streamline processes to ensure process optimisation and to help delivery business change
- Updating process maps to reflect change requests and obtaining final sign off from relevant stakeholders
- Full project life cycle experience with both agile and waterfall

## Activities prior to above starting with most recent

Employer name Worldpay  
Employer address  
3 Hardman Square, Manchester, M3 3EB  
Type of business Finance  
Reporting to (job title) Payments Manager  
Telephone  
Your job title Payments Controller  
Start date July 2015  
End date May 2016  
Grade  
Salary  
Period of notice

Reason for leaving (if applicable)  
Promotion to Business analyst

**Brief description of your duties & responsibilities**

- Processing and releasing Bankout payments by different payment methods (BACS, CHAPS & SWIFT) via various currencies both domestically and internationally within tight deadline SLA's using multiple banking systems.
- Prioritising workload on a daily basis around Worldpay AP objectives
- Funding our bank accounts through repatriation to cover Bankout payments being made to our customer's payees.
- Posting FX journals, as well as liaising with FX team to ensure correct postings are made
- Processing bank ins, such as payout returns and FX's
- Posting payments journals to reflect pay-outs via Bankout onto our customers' accounts as well as our internal accounts.
- Reconciling internal and external currency accounts, including liquidity reconciliations
- Investigating queries from clients received from investigations and resolving them as soon as they are received
- Working closely with Reconciliation to help resolved unmatched posting on internal and external accounts

**Employer name** Bank of New York Mellon**Employer address****Type of business** Trade Capture Manager**Reporting to (job title)****Telephone****Your job title** Trade Capture Fund Accountant**Start date** April 2015**End date** July 2015**Grade****Salary****Period of notice****Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

- Analysing and processing trades, FX and derivatives, along with making any amendments as per client's instructions.
- Ensure the accurate processing of manual trades, if SWIFT not received, but with the focus on achieving maximum Straight Through Processing (STP) through feedback and recommendations and so reducing the risk of erroneous data
- Running reconciliation against our investment platform. Furthermore, using and creating various Excel tools to aid with manual trade input and reconciliation of our clients trades and therefore reducing the risk of processing incorrect trades.
- Receive, instigate and resolve queries from other operational areas and Fund Managers, thereby ensuring the ongoing support of the clients' needs and reduction in the risk of potential impact to the Net Asset Value.
- Adhere to Internal intra-day SLAs and ensure any financial and reputational impact to the client is minimised and also reducing risk of delay trade releases.
- Build and maintain relationships with other business ensure an efficient operating model for the onward transmission to the users of trade capture data
- Being involved with the projects team, trialling new processes and tools (Paperless trade capture processing and other VBA Excel reconciliation tools)

**Employment Gaps****If you have any gaps within your employment history, please state the reasons for the gaps below.**

2011- 2015 various customer relation roles (details available upon request)

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

Dear Sir or Madam,

I have seen the job posting for the Agile Business Analyst advertised on LinkedIn and would like to take this opportunity to apply for the position.

Having reached out to Ray, the hiring manager, and had an initial conversation with Matt, UX/UI Designer, I understand what the role entails and the dynamic of the team you're recruiting for.

From my understanding, the DITAG programme, in essence, is creating a centralised hub for new ideas and improvements to systems across HEE. Requests or ideas would be submitted and we would analyse them for validation, value added and feasibility for development and see approved request through to implementation.

I have worked on various sized projects with different levels of complexity, such as SOX compliance and Robotic Process Automation (RPA). I feel with my experience and knowledge I have gained from working as a BA in a fast changing financial services environment, I can really add value to the team and help deliver benefits to HEE.

Having completed several agile training courses, I have adapted the agile principles to my day to day working, which allows me to deliver my projects a lot more efficiently and effectively. In addition, it allows me to have a varied approach to my work, so if one method isn't effective, I can refer back to my business analysis toolkit for another approach that may better suit.

In addition to my agile training courses, Scrum product owner and Lean Kanban, I am also completing my international diploma in business analysis under the BCS, with business analysis foundation, business analysis practise and requirements engineering already passed and due to attend the next module, systems development next week. This is all part of the level 4 business analysis apprenticeship I am completing. With these in mind, I really feel I can excel in this role and help the DITAG programme deliver great benefits to its staff, using methods and skills such as SWOT analysis, user stories, MoSCoW analysis, stakeholder management via power interest, use cases, system modelling, process mapping (BPMN) and gap analysis.

I'd like to thank you for this opportunity to apply for the role and I hope to speak to you soon.

Kind regards,

Zoraiz Mushtaq

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address** mark.bowman@worldpay.com

**Title** Mr

**Surname/Family name** Bowman

**First name** Mark

**Relationship** Head of Department

**Employer name** Worldpay

**Job title** Head of Assurance and Compliance

**Address line 1** 3 Hardman Square

**Address line 2** Spinningfields

**Address line 3**

**Town/City** Manchester

**County/State**

**Country** United Kingdom

**Postcode/Zip code** M3 3EB

Telephone

Fax

Can the referee be approached prior to interview? No

**Type of reference** Current Employer

**Email address** james.holden@worldpay.com

**Title** Mr

**Surname/Family name** Holden

**First name** James

**Relationship** Line Manager

**Employer name** Worldpay

**Job title** Senior Business Analyst/Process Analysr

**Address line 1** 3 Hardman Square

**Address line 2** Spinningfields

**Address line 3**

**Town/City** Manchester

**County/State**

**Country** United Kingdom

**Postcode/Zip code** M3 3EB

Telephone

Fax

Can the referee be approached prior to interview? No

If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?





# Applicant 14723415



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
MBA	Staffordshire University	GP; Merit Dissertation	2011
BSc Management	Imo State University	2.1	2006
IT Software Practioner/Developer	Stoke-on-Trent College	Distinction	2009
PTTLS Level 4 Award	Stoke-on-Trent College	Pass	2013
HCL London	Diploma in Psychology	Pass	2008
Diploma in European Public Procurement	ALISON, Mayfair London	Credit	2013
Certificate in Personal Coaching	TCA	Pass	2013
BCS Foundation Certification-in Business Analysis	BCS	Pass	2019

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Scrum Fundamentals Certified	ScrumStudy	6 months	2018
ITIL 2011 Foundation (Certified)	APGM	6 months	2016
Lotus Note, SAP, Sharepoint, OBIEE, Escada	Severn Trent Water	3 months	2016
Business Process Analysis	IIBA®	4 months	2016
Business Intelligence with SQL, TSQL, Access, DWH	Pairview Ltd	1 year	2012
Information Governance	Trafford City Council	1 month	2015
Developer, SSIS, SSAS, SSRS, PowerBI, PM	Pairview Ltd	1 year	2013

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I have current UK professional registration relevant for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

### Professional Body and Membership 1

**Professional body** Other  
**If other please provide details below** BCS Membership - Business Analysis Certified  
**Membership/Registration number** 995002949  
**Expiry / renewal date** 18/03/20

### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)**  
**Months since most recent employment ended (if applicable)**

### Current/most recent employer (reference always required)

**Employer name** Mestor Primcecare Services  
**Employer address**  
Cavendish House, Lakhpur Court, Staffordshire Technology Park, Stafford, Staffordshire, ST18 0FX.  
**Type of business** Healthcare  
**Reporting to (job title)** Senior Application & Business Analysis Manager  
**Telephone** 07764252304  
**Your job title** Agile Business Analyst  
**Start date** 06/2018  
**End date**  
**Grade**  
**Salary**  
**Period of notice** 1 month

#### Reason for leaving (if applicable)

#### Brief description of your duties & responsibilities

Implementing business process re-engineering, analysis, user requirement gathering, gap analysis, cost benefit analysis, workshop facilitation & business case development NHS Health & Social Care Contract performance reporting ,data warehouses streamlining and updates, reporting and external customer documents and databases interrogation using databases (eg, SQL, PowerBI, Advanced Excel, SSRS, Qlikview etc) and manipulate large datasets to support analysis and Business Case Implementing business process re-engineering, analysis, user requirement gathering, gap analysis, cost benefit analysis, workshop facilitation & business case development. Applications development, Process definition, User Journey Mapping, Business Process Definition. process and technologies to achieve business objectives. Championed the analysis of the operational KPI and CCG SLA in respect to strategic breakdown of tasks, people and process. Concurrently providing business analysis support, in the implementation of a streamlined datawarehouse solution and platform integration for advanced SQL reporting. Raising team self-awareness through visible metrics and statistics and using the process to release customer value early and encourage continuous improvement. Participate and actively engage in stakeholder management and constant communication. Laising and working with development teams alongside developers, testers, architects, technical software analyst etc and ideally providing help on data architecture and the data tools Actively support contracts and project management in defining the project and producing the project definition / Viability Assessments and supporting plans and CCG SLA Ensure the delivery and presentation of business analysis to appropriate levels of quality, on time and within budget, in accordance with the project plan and SLA Carry out project business requirements definition (high and detailed level) Query Database in Adastr, EMiS , SSRS, using SQL and advanced Excel. Effective project management and reporting against project plan, business change, business case, progress and performance benchmark and SLA Carrying out advance clinical reporting and monthly Regular reporting on OOH (Out of Hour) and Urgent Care Services. ( UCC), EOL (End of Life) GP OOH, PCT Reporting , Prescription Reporting and overall KPI and SLA bench-marking in line with CCG contracts.

### Activities prior to above starting with most recent

**Employer name** DHL Supply Chain

**Employer address**

DHL Supply Chain – Newcastle Under Lyme, Staffordshire

**Type of business** Supply Chain & Logistics

**Reporting to (job title)** Finance Manager

**Telephone**

**Your job title** Finance Analyst

**Start date** January 2018

**End date**

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Contract

**Brief description of your duties & responsibilities**

Facilitated successful internal and external audits through sound and thorough documentation of trackers and KPI Created weekly and monthly financial reports using advanced Excel and PowerBI for accounting management to drive insightful decision making. Composed effective accounting reports summarising savings , KPIs and performance tracking Maintained 99% accuracy in calculating gain-share savings and monitoring performance Tracking various KPIs and projects audits through insightful nalytics Liaised with stakeholders for active engagement for market information and competitors analysis Design, create and report on both weekly and monthly spending reports Handle cost and benefit analysis for diverse DHL projects against performance goals Streamlined gain-share and spending analysis to more accurate , efficient and automated process Facilitated monthly and month end audits, account reconciliation, journals and invoicing

---

**Employer name** Bray Leino Software

**Employer address**

BroadCare , Nantwich, Cheshire

**Type of business** Software as a Service

**Reporting to (job title)** Data Warehouse Manager

**Telephone** 01270 845045

**Your job title** Data Analyst

**Start date** November 2017

**End date** January 2018

**Grade**

**Salary**

**Period of notice** Not Applicable

**Reason for leaving (if applicable)**

Contracted

**Brief description of your duties & responsibilities**

Working under the BroadCare brand a software platform specifically designed for organisations managing NHS-funded continuing healthcare used extensively by Clinical Commissioning Groups (CCGs) and Commissioning Support Units (CSUs) across the country. A dynamic Agile scrum environment with software developers using Jira Software Atlassian for sprints, task assignment and tracking. Handled and created data migration scripts and transformation from varying source data systems, working with relational databases, datasets and structures. Resolved software issues for organisations managing NHS-funded continuing healthcare SaaS (Software as a Service) through SQL scripting, UAT issue log, code review and flagging up bugs Worked closely with software developers and Data warehouse manager to resolve Jira cases from our client NHS SaaS (Software as a Service) for continuous care. Seamlessly integrated data while analysing spend and payment tracking, contract management and a range of data analysis and reporting tools, alongside easy integration with NHS Spine and web-based stakeholder access.

---

**Employer name** Ryman Stationery

**Employer address**

Ryman House, Savoy Rd Crewe , Cheshire

**Type of business** Retail Experts B2B

**Reporting to (job title)** B2B Manager

**Telephone**

**Your job title** Pricing Analyst

**Start date** April 2017

**End date** July 2017

**Grade**

**Salary**

**Period of notice** Not Applicable

**Reason for leaving (if applicable)**

Contract ended

**Brief description of your duties & responsibilities**

Key part of tactical and strategic B2B pricing decisions Expertise vendor and service contract negotiations. High level weekly reporting to teams, managers and senior management Assessing business requirements and analysing the impacts on existing company processes and change implementation and Database maintenance and management Commercial awareness and competitor monitoring tools and analytics Insightful analytics on product categories, demography, performance drivers, price sensitivity analysis, Algorithms and pricing decisions and statistical, forecasting and Decision Tree models, Recommendations of active engagements/actions that will overcome business problems, achieve business benefits, analyse risk, increase efficiency and effectiveness Documenting new or amended business processes and assisting the business phase implementations Performance , pricing and trend forecasting models & tracking for effective decision making Liaise different stakeholders to communicate actionable insights with strategic management applying key principles based on SWOT analysis, Value Chain, Value ,Balanced Scorecard, Strategic planning, Marketing mix, David Isama Mba 1 Porter's five forces, PESTEL Analysis etc Regularly working on algorithms and models through the design, prototyping, implementation and pricing revisions

**Employer name** RCCG UK - Hope Centre

**Employer address**

RCCG , Hope Centre, Crewe, Cheshire

**Type of business** Charity

**Reporting to (job title)** Central Office

**Telephone**

**Your job title** Performance Insight Analyst

**Start date** November 2016

**End date** February 2017

**Grade**

**Salary**

**Period of notice** Not Applicable

**Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

Collate, integrate and produce reports using data insights to evaluate and drive alignment with core values for a successful implementation and monitoring. Implementing current knowledge of rapidly changing computer technology for insightful analytics, data visualization and BI analytical tools and incorporate new technical systems Oversee data quality and improves systems by studying current practices; designing modifications such as OLAP databases, adhoc reporting, data migration, ETL, risk analysis, performance benchmarks etc. Evaluating and identifying where system enhancements are required for data quality, operational compliance and performance tracking Maintaining and improving reporting dashboards saving time, streamlining workflow and maintaining the accuracy of records. Support the organisation to achieve better decisions through the maintenance of improved data quality, best practices and training recommendations Build collaborative relationships within all areas of the RCCG to improve work-flow, efficiency and effectiveness. Use a cross channel approach to understand performance, while collaborating with parishes to provide and obtain data and information to support performance analysis. Indepth analysis in assisting with income generation activities and specialist programmes. Use of various statistical performance metrics and visualization tools to align strategic objectives into an operational strategy. Preparation of technical reports by collecting, analyzing, and summarizing information and trends for desired change Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.

**Employer name** Severn Trent Water PLC

**Employer address**

Severn Trent Water Ltd, Shelton, SHREWSBURY, SY3 8BJ,

**Type of business** Water Utilities

**Reporting to (job title)** Manager Flow Compliance

**Telephone** 01902793858

**Your job title** Data Analyst

**Start date** December 2015

**End date** September 2016

**Grade**

**Salary**

**Period of notice** Immediate

**Reason for leaving (if applicable)**

FTC Contract ended

**Brief description of your duties & responsibilities**

Working within a team of professional big data technicians maintaining stipulated MCERTS standards and analysis of multisite large datasets from 572 waste water sites to ensure that the volume and quality of emissions discharged back into the rivers are compliant with the requirements of OFWAT. Working with complex data sets from flow metering and interpreting TeRI BI real-time reports & eSCADA trends for all sites to identify issues ranging from flat lining/peaks/drop out, DWF) that can lead to failed data. Updating and analysing all relevant flow data spreadsheets and real time Oracle BI datasets to promptly identify potential issues of incoming data and using ETL process tools. Expert reporting of large multisite complex data using BI, OBIEE , Oracle TeRI BI and SAP Business Object, Pivot Table, eSCADA etc to produce and develop MI reporting with insights to standardised KPI benchmarks. Maintaining, manipulating, improving the central MCERTS Access database, owning and managing all MCERTS MI reports and improving the reporting of the currently held data and supporting the Regulatory data returns to the Environment Agency. Trend analysis and forecasting using expertise profound knowledge of business analytics and reporting; Created and maintained forecasting models to establish appropriate relationship with data visualization tools. Carrying out various in-depth root cause analysis using Root Cause Analysis and problem management skills Liaising with different departments and technical professional in order to streamline or deal with BI Telemetry changes. Regularly presenting data to stakeholders with insightful analytics on weekly, monthly trends.

**Employer name** Pairview Ltd**Employer address**

Threefield House, Threefield Lane, Southampton SO14 3LP

**Type of business** Analytics / Big Data Consultants**Reporting to (job title)** B Frank**Telephone** 0238 202 1282**Your job title** SQL Business Intelligence/Developer**Start date** February 2012**End date** November 2015**Grade****Salary****Period of notice** NA**Reason for leaving (if applicable)**

Relocation to North West

**Brief description of your duties & responsibilities**

Part of a small & highly experienced team of technical engineers building and supporting SQL server & BI suite. Research, plan, identify and strategically recommend solutions for existing problems within the client company using BI tools - SSIS, SSAS and SSRS Building OLAP, or online analytical processing, databases, both relational and multidimensional. Delivers database and data warehouse solutions for the production of retail analytics, reporting and insight. SQL server - script writing, querying and implementation, designing and implementing BI and SSRS reports Implementing and optimization of ETL using stored procedures and BI tools procedures. Produced Complex KPI analysis and Reporting Developed and streamlined data visualisation and business intelligence within functional areas such as sales, finance and operations. Extract Transform and Load (ETL) process and to developed end to end ETL solutions. Transform raw data as easy as possible to report on using excel and Pivot table. Managed the collection of data from a variety of sources including: transactional, web, third party and CRM. Build ad-hoc BI tools and dashboards for various parts of the business to use. Integrate with third party APIs (Application Programming Interface) to access external data. Creating multi-dimensional cubes using SSAS to support various aspects of businesses, including sales, services, support and marketing etc. identifying areas of potential investment opportunities through insight.

**Employer name** Royal Mail UK**Employer address**

Aldridge Delivery Office, Northgate Aldridge Walsall West Midlands WS9 8QE United Kingdom.

**Type of business** Public mail Services**Reporting to (job title)** Business Information Co-ordinator**Telephone****Your job title** Data Quality /Performance Analyst**Start date** October 2009**End date** January 2012**Grade****Salary****Period of notice** NA**Reason for leaving (if applicable)**

Contract ended

**Brief description of your duties & responsibilities**

Gathering measurement and reporting requirements from stakeholders with industry leading reports, analysis and insight. Presenting data in either static reports or dynamic drillable tools to enable effective decision making. Providing trend analysis on key revenue; products/services; loyalty scheme use; customer segments; competitor performance etc. Pioneered the investigation of established trends and risk mitigation. Maintained and improved reporting dashboards for senior managers, and created new reports as required. Investigated and established relationship between price and demand for each of their main product areas. Generated drivers of revenue, from products/services and customer segments. Exploring and analysing trends and patterns in fleet delivery data by identifying key improvement areas for efficient and effective process monitoring Carrying out ad-hoc reports and analysis as and when required by senior management and Digital Performance & Analytics teams. Monitoring key business performance indicators (KPI) and tracking against delivery benchmarks; this involved building balanced scorecards and integrating within KPI reporting suit - highlighting trends, patterns and relationships within key performance variables, making recommendations on improvement to processes

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

None

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

Dear sir/madam,

I'm writing in response to the advertised position of a Agile Business Analyst

As a highly competent post graduate Analyst with expert knowledge in development, reporting and visualisation of data. I feel confident that my background makes me the right fit to help the company reach the next level of success in the competitive world of Analytics and Business Analysis- Requirement gathering & Engineering , BPM, Agile, Scrum, Use story and process mapping, "As Is" and "To Be", Functional and non Functional requirement, Gap Analysis etc

I wish to apply for the the above referenced role/s as Business improvement and analytics is a subject I am particularly passionate about, succeeding in a wealth of projects throughout my career. I have the drive and motivation to be successful and hold significant experience in identifying, planning and delivering change improvements.

My professional experience extends to Programme Delivery, Integration Planning, DevOps, Product Life Cycle Management, Requirements Engineering), Change Management, Project Risk Controls and Governance. I have worked on multiple programmes / projects using different processes – SAFe, LeSS, DAD, XP, Agile Scrum, Kanban, TDD, BDD, Lean, BPMN, UML, Agile UX, Prototyping, User Testing, Automated Testing and Continuous Improvement.

I realise the requirements of this role will be varied and demanding. My ability to influence senior leaders while focussing on delivery of customer's needs will ensure I can succeed in this position. Areas such as requirements elicitation, operational design and process analysis are those in which I have a strong background and am eager to further my abilities from the requirements of the role.

In addition to the use of various business analysis tools, system and methodologies, I come with a strong analytics expertise with over 12 advanced analytics software /analytics tools to gain business intelligence and insights, slice and dice data to improve operational performance and inform tactical and strategic decisions in a data driven world. Certified in data management and governance.

An analytic and strategic MBA postgraduate with over 6 years of progressive experience within Data Analysis, MI, Business Intelligence, Insight Reporting and Development with transferable skills from customer service, retail and commercial pricing & Finance Analytics, Procurement and Supply Chain Management and NHS.

My experience include among others the following:

- over 3 years customer service role (with back and front office administration)
- 6 years Business Analysis, MI Reporting , business intelligence, Data analytics , Finance Analytics & Insightful Reporting role (within private and public sectors respectively)
- 1.5 years Software Testing & Development, UAT
- 2 years in International Supply chain Management, Bulk Demand Planning/Trend Forecasting and Analysis
- 2.5 year CRM/Marketing financial products/Risk Analysis/Workflow Analysis and Efficiency Tracking
- 4 years Lead role in Charity Welfare and Initiative, Participation , promotion , fund raising and support
- 1.5 Business Analysis, Requirement Gathering , Validation, Elicitation, Stakeholder Engagement

I have gained key transferable skillset which I'll bring to the role and make a difference

Working with analytics tools, databases, reporting and visualisation such as :

Excel, VBA, Word,Access, PowerPoint, SQL Server 2008, 2012 & 2014, BI STACK-SSIS, SSAS, SSRS, TSQL, R (fundamental) Advanced Excel, Oracle BI Discoverer, Tableau, PowerBI, BaseSAS, MS Dynamics Navision, TagiNet, Google Analytics, TS eSCADA, SAP, ERP, Magento,Analytics,Process & Requirement Analysis, Business Analysis, Balanced Scorecards, ETL, OLAP, Project Management, Financial Modeling and Variance Analysis

I bring among other transferable skills:

Trust...

In my previous roles , I bring the transferable skill of relationship building, openness in communication, respect , honesty and integrity. While working with Severn Trent Water , I pioneered successful projects in line with the environmental Agency regulatory frame work both in quality and compliance with delivery date my performance was outstanding. The success was all because of collaborative and transparent engagement.

Innovation...

I'm always curious and often times question status quo thereby finding other efficient ways to achieve a desired outcome. I know what customer satisfaction is in terms of quality, time and service and I bring innovation to achieve same and go far beyond customer expectation. I also know to how to make use of data to draw insightful trends for business process and performance improvement

Impact...

I love to own and deliver on my task whilst supporting other colleagues. I take responsibility to make sure I comply with set standards and also appraise my own performance towards the big picture (set goal for the team and organisation). I always make an impactful contribute to the set goal and always a positive addition to any team.

I love learning and also quick learner. I am a diligent, highly organized, analytical thinker with strong communication skills. A dedicated worker, with great attention to detail, proactive and a demonstrated and passionate problem solver with an excellent track record and a desire to progress in my chosen career with strong software and computer savvy with great attention to detail.

In conclusion, in consideration of the changing analytics sector, I embrace change and I'm ready to take on board innovations to give the best of service. I'm ready to learn and I have a savvy for computer applications. I know how to exceed stakeholder's expectation and maximise collaboration, participation and engagement using my outstanding people skill.

Overall, I feel that my knowledge as an insightful report & BI analyst and my willingness to learn new technologies makes me the ideal candidate to meet your development needs. I'd be glad to discuss my abilities and background in more detail. In view of the changing analytics sector, I embrace change and I'm ready to take on board innovations to give the best of service. I know how to exceed stakeholder's expectation and maximise collaboration and participation. Thank you for your time and consideration.

Sincerely,

David Isiana

linkedin.com/in/davidisiama

**Preferred employment type** Full time, Part time, Secondment

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes



**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Professional

**Email address** stephanie.little@severntrent.co.uk

**Title** Ms

**Surname/Family name** Stephanie

**First name** Little

**Relationship** Line Manager

**Employer name**

**Job title**

**Address line 1** Severn Trent PLC

**Address line 2** Regis Road

**Address line 3** Wolverhampton

**Town/City** Tettenhall

**County/State** Wolverhampton

**Country** United Kingdom

**Postcode/Zip code** WV6 8RU

**Telephone** 01902793858

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Professional

**Email address** admin@pairview.co.uk

**Title** Mrs

**Surname/Family name** Abu

**First name** Bisi

**Relationship** Manager

**Employer name**

**Job title**

**Address line 1** Threefield House

**Address line 2** Threefield Lane

**Address line 3** Southampton

**Town/City** Southampton

**County/State** Hampshire

**Country** United Kingdom

**Postcode/Zip code** SO14 3LP

**Telephone** 0238 202 1282

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Personal/Character

**Email address** chukwuma.chukwu@nhs.net

**Title** Dr

**Surname/Family name** Chukwuma

**First name** Chukwu

**Relationship** Same Christian Church volunteer workers  
**Employer name**  
**Job title**  
**Address line 1** 10  
**Address line 2** Bateman Close  
**Address line 3** Crewe  
**Town/City** Crewe  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** CW1 4BA  
**Telephone** 07711854640  
**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes



# Applicant 14723416



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Software Engineering	University of Salford	Pending	2019

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** UK professional registration required and applied for

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)** August 2017  
**Months since most recent employment ended (if applicable)** 1

### Current/most recent employer (reference always required)

<b>Employer name</b>	NHS
<b>Employer address</b>	Minerva Rd, Farnworth, Bolton BL4 0JR
<b>Type of business</b>	Health sector
<b>Reporting to (job title)</b>	Business Intelligence
<b>Telephone</b>	01204 390390

**Your job title** BI Analyst

**Start date** 08/2017

**End date** 08/2018

**Grade** 2

**Salary** 17,000

**Period of notice** None

**Reason for leaving (if applicable)**

End of Contract

**Brief description of your duties & responsibilities**

Managing and analysing Hospital data and information.

**Activities prior to above starting with most recent**

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

I am highly self motivated and a hardworking individual and can work independently and in a team. I take initiative and complete the tasks that are set and try to achieve beyond the goals. I like to be active in the things that I do as I am very determined also have capability to lead when called upon. I've always been interested in technology working with the people involved in the surroundings. Solving puzzles and everything to be organized and managed in the correct manner is one of my strengths. Working in a positive environment and the positive attitude helps me achieve my aspirations. Coding in different languages to develop successful programs enhanced my problem-solving skills. I aim to develop my skills much further and work on meaningful projects while meeting and teaming up with new peers and learning from their variety of skills.

**Preferred employment type** Full time

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Referees**

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Educational/Academic

**Email address** A.J.Young@salford.ac.uk

**Title** Mr

**Surname/Family name** Young

**First name** Andrew

**Relationship** mentor/lecturer  
**Employer name**  
**Job title**  
**Address line 1** 43 Crescent, Salford  
**Address line 2**  
**Address line 3**  
**Town/City**  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** M5 4WT  
**Telephone**  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Educational/Academic  
**Email address** D.E.Newton@salford.ac.uk  
**Title** Mr  
**Surname/Family name** Newton  
**First name** David  
**Relationship** programe leader  
**Employer name**  
**Job title**  
**Address line 1** 43 Crescent, Salford  
**Address line 2**  
**Address line 3**  
**Town/City**  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** M5 4WT  
**Telephone**  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Current Employer  
**Email address**  
**Title**  
**Surname/Family name** Barens  
**First name** Elizabeth  
**Relationship** TL  
**Employer name** Cooperative bank  
**Job title** Advocate  
**Address line 1** 1 balloon street  
**Address line 2**  
**Address line 3**  
**Town/City**  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** M44be  
**Telephone**  
**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes



## Application for employment



## Health Education England

Details entered in this part of the form will be made available to the shortlisting panel. Please make sure that you have read the job description and person specification before completing the application form, and ensure that your answers clearly and honestly demonstrate how your skills and experience are relevant to the post for which you are applying.

### Education & professional qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

Subject/Qualification	Place of study	Grade/Result	Year obtained
MSc Public health nutrition	university of chester	pass	2015
Diploma in computer	usmanu danfodio university	distinction	2007
BSc Biochemistry	usmanu danfodio university	pass	2006

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
GDPR training	Alison course	2 weeks	2019
Business analysis and Project management training	DBT London	16 weeks	2018

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

#### Please indicate your professional registration status

Not required for this post

#### Professional body

If other please provide details below

Membership/Registration number

Expiry / renewal date

### NHS Service

Start date of continuous NHS service (if applicable)

Months since most recent employment ended (if applicable)

### Employer/activity history

Please record below the details of your full employment history beginning with your current or most recent first. Up to 10 previous employments can be entered here. If required, please provide additional information regarding your employment history within the 'Supporting Information' section.

**Employer name** Digital Bananas Technology, London – UK  
**Employer address** 133 Creek Rd,  
Greenwich,  
London.  
SE8 3BN  
**Type of business** IT Consultancy focused on Digital transformation.



**Reporting to (job title)** Senior Business Analyst

**Telephone**

**Your job title** Business Analyst

**Start date** August 2018

**End date** March 2019

**Grade**

**Salary** 2500

**Period of notice** immediately

**Reason for leaving (if applicable)** End of Contract

**Brief description of your duties & responsibilities**

- Elicit, validate and document requirements, both functional and non-functional to required standard using appropriate documentation and modelling techniques.
- Deliver required documentation during each stage of the project, ensuring sign off is received from all required stakeholders.
- Support the training of implemented changes.
- Support the Project Manager in identifying project risks, impacts and mitigating actions.
- Support in the definition of project scope and objectives.
- Provide support to the business in defining and planning User Acceptance Testing.
- Support the IT QA/Test activities by ensuring Acceptance criteria are well documented and have the appropriate level of coverage.
- Collaborate with the Project Manager and business stakeholders to plan post implementation assessments, benefits tracking and realisation.
- Work with the Project Manager and business stakeholders to identify and define the business problem and business case.

**Employer name** Mustard Seed International, Bradford – UK

**Employer address** 25 Hallfield Rd,  
Bradford,  
BD1 3RP

**Type of business** Charity organisation

**Reporting to (job title)** Senior analyst

**Telephone**

**Your job title** Data Analyst (Volunteer)

**Start date** August 2016

**End date** July 2018

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)** Career progression

**Brief description of your duties & responsibilities**

- Responsible for ensuring the accuracy of financial and operational reporting.
- Enter, analyse and visualize financial data.
- Responsible for writing weekly reports.
- Schedule meetings and make sure that they are organized and attended by all.
- Carry out presentation using MS Powerpoint.

**Gaps in employment**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

Studying and also as a result of caring for my young family

**Supporting information**

Supporting Information Fields marked with an asterisk are mandatory

In this section you need to demonstrate that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular post, if this has not been fully covered in the previous sections.

Please include your reasons for applying and take the opportunity to highlight your particular talents and strengths, (what you feel you can personally offer - what is unique to you - what sets you apart from your peers).

Please DO NOT include personal details or duplicate information already provided elsewhere in your application.

### Supporting information

I wish to apply for the above post as I feel I have the skills and experience to carry out this role. I have had experience working as a Business analyst and as a data analyst, I hope to bring in my skills and years of experience into the role if selected.

In my role as a Business analyst, I carried out different duties ranging from eliciting, validating and documenting requirements and translating this requirements into functional and non-functional requirements using appropriate documentation and modelling techniques for the technical teams to understand. Part of my duty was to analyse and interpret data in order to make informed decision. I have also created customer journey map showing the pain points of customers in every touch point.

On a day to day basis, I create wireframes, user stories, use case and process flow diagrams. I am customer centric and also I tend to balance customer needs with the business objectives thereby providing services/ softwares that are fit for purpose. I have had experience delivering projects using the Agile, Waterfall and SafeWagile methodologies (From initiation to deploy and close).

Having read through the job description, I believe I have some transferable skills that I can bring to this role. For instance; I was responsible for writing business reports and meeting reviews within a time frame and also ensure that copies are distributed to all relevant persons. I also ensured that I am up to date with current organisational policies and procedures and that all work undertaken were in accordance with this. I also have a good knowledge and experience of the General Data Protection Regulation (GDPR). I have also participated in supervising and coaching newly employed staff and also entered, analysed and interpreted data.

I am a very motivated and enthusiastic person and have excellent communication, interpersonal and organisational skills. I tend to prioritise my work in order to achieve a set goal and I also have the ability to work as part of a team and independently. I can communicate verbally and in writing. I am willing to learn and have keen eyes for details.

I will be glad if I am giving the opportunity to demonstrate my skills and carry out this role.

Thank you.

### Preferred employment type

Full time  
Part time  
Job share  
Secondment  
Flexible hours

### Further questions

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years' of employment? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage.**

Yes

**Have you provided details of employment gaps in the relevant section? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage**

Yes

### References

If you are successful, prior to appointment, **we will take up as many references as needed to cover all activities, including periods of employment and full time education, that you have undertaken over the past three years.** Any offer will be subject to these being satisfactory. Please ensure that you provide full contact details for your Employer/Line Managers or Course Tutors for each activity. Please include their **work email address** where possible to avoid any unnecessary delays.

If during the last three years you have any periods in which you have not been in either employment or full-time education please provide details of someone who can provide a character reference for you to cover this period. Character references should be provided by a person of standing in the community such as a Teacher, Health Care Professional (i.e. Doctor, Physiotherapist, Registered Nurse), Minister of Religion, Police Officer or Solicitor. **Character references should only be used in EXCEPTIONAL circumstances to cover periods of time when you have not been in either employment or education.**

Please use the "Add another" button below to add as many referees as required to meet the above requirements. Periods that referees cover may overlap but there should not be any gaps over the past three years.

**Referee's title** Mr  
**Referee's first name(s)** Keji  
**Referee's surname** Giwa  
**Referee's organisation name** Digital Banana Technology  
**Job title** CEO  
**How do they know you?** Employer / Line Manager  
**Address 1** Technology Curve Services Offices  
**Address 2** 133 Creek Road  
**Address 3**  
**City / Town** London  
**County / State**  
**Postcode** SE8 3BN  
**Country** United Kingdom  
**Telephone no.** +44 (0) 203 890 3449

**Mobile no.**

**Fax no.**

**Email address** keji\_giwa@digitalbananas.email

**Can the referee be approached prior to the interview?** No

**Period this reference covers from:** August 2018

**Period this reference covers to:** March 2019

**What name will the referee know you by if different from your current name?** Same as above

**Why has your name changed?**

---

**Referee's title** Mr

**Referee's first name(s)** Benard

**Referee's surname** Tetah-Kumah

**Referee's organisation name** Mustard seed international

**Job title** Senior Analyst

**How do they know you?** Personal / Character Reference

**Address 1** 25 Hallfield Road

**Address 2**

**Address 3**

**City / Town** Bradford

**County / State**

**Postcode** BD1 3RP

**Country** United Kingdom

**Telephone no.**

**Mobile no.** 07724858647

**Fax no.**

**Email address** benard.kumah@gmail.com

**Can the referee be approached prior to the interview?** No

**Period this reference covers from:** August 2016

**Period this reference covers to:** July 2018

**What name will the referee know you by if different from your current name?**

**Why has your name changed?**



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Environmental Management/PhD in View	Lancaster University	in View	2016
Oil & Gas Management/ M.Sc	Coventry University	Merit	2012
Institution of Occupational Safety and Health	Coventry University	Passed	2012
Physics Material Science	University of Port Harcourt	Second class Lower Division	2009

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Elementary First Aid Training	C.M.S.C Nigeria/Rivers State University of science and Technology	3 weeks	2007
Fire Prevention & Fire Fighting Training	CMSC /RSUST Nigeria	3 weeks	2007
Personal Survival Techniques Training	CMSC /RSUST Nigeria	3 weeks	2007
Personal Safety and Social Responsibility	CMSC /RSUST Nigeria	3 weeks	2007
PRINCE 2	Spocce project Management United Kingdom	in view	2016

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

## Professional Body and Membership 2

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

## NHS Service

Start date of continuous NHS service (if applicable)  
Months since most recent employment ended (if applicable) NA

## Current/most recent employer (reference always required)

**Employer name** Electricity Northwest  
**Employer address**  
Hartington Rd, Preston, Lancashire PR1 8AF  
**Type of business** Engineering  
**Reporting to (job title)** DSO Transition Manager  
**Telephone** +447407253450  
**Your job title** DSO Business Analyst  
**Start date** 06/2018  
**End date** 03/2019  
**Grade** 8  
**Salary** 42000  
**Period of notice** Two weeks

**Reason for leaving (if applicable)**  
Personal Development

### Brief description of your duties & responsibilities

My duties and responsibilities are: • Ensure tactical documentation is built, based on initiated interviews, maps, analysis and workflow investigation, gap analysis • Identify pressure areas in processes and correcting them where necessary • Investigate and evaluate all sides of business practices and events, Raise comprehensive plans for implementation and operation of new processes, with budgetary guidelines and key personnel. • Proficiently analysing week 24 and 48 of the processes involved, so that customers demand is met when demanded • Proficient in data analytics, KPI's and improvement strategies • Produce where necessary business process maps, facilitate workshops and engage actively with stakeholders and community leaders. • Propose and work with a project manager to build up new project plans and see them through to the end. Manage the life cycle of change to business systems and prepare detailed reports for executive management • Provide monthly ELT reports and business analysis on where the company is headed using key B.A tools to achieve my goal • Evaluate As-Is processes to spot out bottlenecks and suggest better processes in resulted To-Be process • Correspond with departmental heads about familiar frustrations, impediments and other issues that disrupt their workflow. • Constant and readily able to stand in for any member of staff who takes ill or unavoidably absent • Identify business trends utilizing real data, compile analysis reports that are delivered to developers and then follow-up on all results • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress • Determine and document user requirements for business processes and abide by those requirements for future projects

## Activities prior to above starting with most recent

**Employer name** Stanz Energy  
**Employer address**  
32-42 East Street Hillfieds Coventry  
**Type of business** Engineering  
**Reporting to (job title)** Energy Division Manager  
**Telephone** 07932003383  
**Your job title** Business Analyst  
**Start date** February 2016  
**End date** April 2018  
**Grade** 6  
**Salary** 37000  
**Period of notice**

**Reason for leaving (if applicable)**  
Career Improvement

### Brief description of your duties & responsibilities

• Supported the project team with Business Process Analysis and Process mapping • Championed requirement gathering and facilitation of workshops with the product owner • Worked with 3rd party suppliers to ensure they fully understand our GDPR requirements • Trans-national digital project delivery using Agile methodology • Determine which tasks/steps to automate (identify the scope and get the requirements) • Interviewed, Understood and Implemented Stakeholder/Users requirement • Design the features of IT systems (create functional requirements) • Initiated technical recommendation and testing as well as liaising with technical specialists • Co-ordinated testing efforts with QA, bridging technology gaps • Created an atmosphere for the training of junior B.A's and supported projects so they are not stuck • Occasionally did overtime to cover for work not done closing gaps in various projects • Ensured challenges were identified, tracked, reported on and resolved in a timely manner. • Broke down terms for everyone on the project to clearly understand terms used at work • Used requirement engineering to gather requirements from stakeholder and communicated needed changes to the development team

### Employment Gaps

If you have any gaps within your employment history, please state the reasons for the gaps below.

### Supporting Information

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

#### Supporting information

Following the description for this role, I am able to plan, develop and implement the provision of accurate, timely and high-quality information to support and inform the business information requirements of the Division. This is because, in my former roles, I have carried out similar tasks of planning and delivering projects through its life cycle, implementing the various sections that demand my authentication and authorisation. An example of such is when I organise workshops that stem development and brings implementation, which is derived from the activation of various processes and who should carry them out, within an agile/waterfall environment, as it best suits the project in question.

With the availability of information mostly derived from experts of various subjects, I am able to decipher what is best for any situation and will lay down solution, based on the challenge that needs solving. With my experience as a senior business analyst, I am able to use tools available to me outrightly to advice, plan and deliver service as at when due or within a timely spectrum. An example of my fluid ability is shown at my involvement with setting up an ANM system which is required to be part of the DSO transition program. This system was set up by the involvement of experts within and outside the country. I came up with a cohesive and comprehensive plan that gave birth to members of staff travelling outside the country as the project demands. Good news is that we got the system running and is presently awaiting commissioning.

Human Resource

In terms of Human Resource, I have managed small teams and a large team of people, where I was responsible for setting out their day-day activities and bearing responsibility for how they carry out their jobs especially within the context of ethical discipline, company procedures and policies, guidelines and etiquette, so that our work time is maximised with quality turnover being our priority. With my SCRUM Master abilities, there is a biweekly performance report on progress, status and achievements as well as a close tab KPI for everyone to access. Members of my team are appraised regularly to keep everyone on the same page and also harness our strength and weaknesses where necessary so that improvement, quality and accuracy is achieved.

Financial / Physical Resources:

As an analyst and a manager myself, I have managed financial resources allocated to me and have maximised those resources by planning adequately, writing budget plans and appending each penny to projects where necessary. Travel expense, workshops organisation, IT services, liaising with the third party for developmental, research and implementation come from budgeted allowances which I managed as a result of my position as senior analyst and manager in charge of the project. One of the challenging product was the ANM system which was highly technical and demanding but with adequate planning, it was a success. I can bring in this skill into whatever it is that will make a difference within the NHS.

Project Management:

In the presence or absence of a project manager or coordinator, I have stepped in as the most senior analyst to take up decisions that needed to be taken. The experience the projects that I have embarked upon has taught me, allows me to learn from failures and success stories. The PRINCE 2 methodology is an efficient methodology that allows for processes to be followed so that every piece of information at every stage is fully and professionally culminated. Once again, my experience on various projects allows me the skills to forge ahead to deliver projects or assist the team to deliver timely.

Policy / Service Development / Governance:

My role as analyst brings me to various departments where I proffer solution or bridge between one or more people/departments. Ensuring that best practice is followed in my previous role, procedures are placed on notice boards so that everyone can know what he/she is doing as at any point in time. I also made it a duty to make sure people had a copy of their procedures on their laptops or desktops so that everyone is acquainted with their abilities and the abilities of others as well as their roles and those of others. Another important aspect of this section is that procedures for reporting an incident are properly captured irrespective of who is at fault. This also pertains to health and safety as every information adds up to our general success story.

Other General Skills

- Good communicator
- Good presentation skills
- Good listener
- Barrier breaker
- Adjust with challenges to fix any challenge especially by negotiation
- Relationship and partnership builder
- A best practice crusader
- Team player and self-discipline

**Preferred employment type** Full time, Part time, Flexible hours

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer  
**Email address** steve.shaw@enwl.co.uk  
**Title** Mr  
**Surname/Family name** Steve  
**First name** Shaw  
**Relationship** Manager  
**Employer name** Electricity Northwest  
**Job title** DSO Transition Manager  
**Address line 1** Hartington Rd,  
**Address line 2** Preston, Lancashire  
**Address line 3**  
**Town/City** Preston  
**County/State** Lancashire  
**Country** United Kingdom  
**Postcode/Zip code** PR1 8AF  
**Telephone**  
**Fax**  
**Can the referee be approached prior to interview?** Yes

**Type of reference** Educational/Academic  
**Email address** A.ifelebuegu@coventry.ac.uk  
**Title** Dr  
**Surname/Family name** Ifelebuegwu  
**First name** Augustine  
**Relationship** Lecturer  
**Employer name**  
**Job title**  
**Address line 1** Coventry University  
**Address line 2** Priory Street  
**Address line 3** Oil and Gas Management Coventry B.E.S  
**Town/City** Coventry  
**County/State** West Midlands  
**Country** United Kingdom  
**Postcode/Zip code** CV1 5FB  
**Telephone** 07787168278

**Fax**

**Can the referee be approached prior to interview? Yes**

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes





## Application for employment



## Health Education England

Details entered in this part of the form will be made available to the shortlisting panel. Please make sure that you have read the job description and person specification before completing the application form, and ensure that your answers clearly and honestly demonstrate how your skills and experience are relevant to the post for which you are applying.

### Education & professional qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

Subject/Qualification	Place of study	Grade/Result	Year obtained
Msc. International Business	London South Bank University	Merit	2009
Bsc(Hons). Sociology	Ambrose Alli University (Nigeria)	2:2	2000
Economics (GCSE)	Nigeria (WAEC)	Good	1995
Biology (GCSE)	Nigeria (WAEC)	Credit	1995
English Language (GCSE)	Nigeria (WAEC)	Credit	1995
Literature in English (GCSE)	Nigeria (WAEC)	Credit	1995
Mathematics (GCSE)	Nigeria (WAEC)	Credit	1995
Agricultural Science (GCSE)	Nigeria (WAEC)	Credit	1995

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Information Security Awareness	Capita	1 Day	2019
Financial crime	Capita	1 Day	2019
Data Protection Awareness	Capita	1 Day	2019
GDPR - Assessment	Capita	1 Day	2019
SystmOne Train the Trainer	TPP	1 Day	2017
EMIS Train the Trainer	EMIS	1 Day	2017
Business Analyst, Project Manager, PMO & Project Coordinator Practical training	Career Insights	6 Months	2014

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status**

Not required for this post

**Professional body**

If other please provide details below

**Membership/Registration number****Expiry / renewal date****NHS Service****Start date of continuous NHS service (if applicable)****Months since most recent employment ended (if applicable)****Employer/activity history**

Please record below the details of your full employment history beginning with your current or most recent first. Up to 10 previous employments can be entered here. If required, please provide additional information regarding your employment history within the 'Supporting Information' section.

**Employer name** Capita - Central London Community Healthcare**Employer address** Central London Community Healthcare  
1st Floor, Western Pavilion  
St Charles Hospital  
Exmoor Street  
London  
W10 6DZ**Type of business** NHS - Information Management and Technology (IMT)**Reporting to (job title)** Clinical Systems support Programme Manager**Telephone** 02081025524**Your job title** Clinical Applications/ Systems Lead**Start date** January 2016**End date****Grade** Band 6**Salary** 40145.00**Period of notice** 4 weeks**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

- Managing engagement with stakeholders(clinical) during requirements gathering.
- Gathering requirements about development request.
- Preparation of documentations such as high level impact assessment, Statement of work, project plan, issues log, RAIDs log, highlight reports, business case, end point reports, e.t.c
- Presentations of Systems demo to clinicians and other front-end users.
- Organising of meetings and workshops
- Updating of our service hub-collaborative tool or any new development (Sharepoint).
- Creation of service process maps
- Creation of service Systems user guide
- Reviewing of service processes and carry out gap analysis.

**Employer name** Medway Council**Employer address** Medway Council  
Gun Wharf  
Dock Rd  
Chatham  
Kent  
ME4 4TR**Type of business** Public Sector**Reporting to (job title)** Godswill Ogonda (Project Manager)**Telephone** 07469891201**Your job title** Digital Transformation Business Analyst**Start date** July 2015**End date** December 2016**Grade** Range 5**Salary** 36000**Period of notice****Reason for leaving (if applicable)** End of contract

#### Brief description of your duties & responsibilities

- Organising stakeholders meetings to identify service/user needs and ask probing questions until the real need is drawn out and understood through root cause analysis.
- Communicating effectively in order to facilitate working meetings, using techniques such as active listening and negotiation. Tailoring communication style to suit both face-to-face and virtual settings including web meetings and conference calls.
- Interpreting data from a range of sources, for example user research and performance metrics. Working with designers and developers to ensure solutions are based on data.
- Creating user flow charts and mapping business processes which represent the current structure or system and future design of a product or service.
- Adhering to organisational and wider government strategic objectives, and ensuring that solutions are aligned with key priorities. Alert to changes in strategic direction and assess the impact of change.
- Analysing the process of integration of new IT systems to existing IT systems and assessing the API requirements to allow successful integration.
- Designing and planning with stakeholders the process to be used to gather users' needs and other relevant data by using a data mapping technique.
- Undertaking cost per transaction analysis to determine the current situation and forecast potential savings.
- Ensuring that the wider impact of changes is understood by parallel work streams.
- Facilitating the continuous review and iteration of development work to ensure the business and user needs continue to be met by the proposed solution.
- Working in an agile environment, turning service needs into user stories. Facilitating and giving input into prioritisation of user stories on the agile wall.
- Working with the digital services and project teams to ensure they have a complete understanding of the business and user needs. Make sure end user perspectives are fully considered by the content and technical design team.
- Organising business analyst (BA) daily stand up meetings to update the project team on daily progress and actions.
- Working with Government Digital Service (GDS Digital) as a default service standard.

---

**Employer name** South London and Maudsley NHS Trust

**Employer address** Mental Health Act Office  
Maudsley Hospital  
Denmark Hill

**Type of business** Health Care

**Reporting to (job title)** Yousof Soukoro - Line Manager

**Telephone** 02032285250

**Your job title** Mental Health Coordinator

**Start date** October 2014

**End date** July 2015

**Grade**

**Salary** 29500

**Period of notice**

**Reason for leaving (if applicable)** Moved on to another job.

#### Brief description of your duties & responsibilities

- Performing administration duties
- To answer all enquiries pleasantly, efficiently and effectively with patients, staff and public both face to face and on the telephone
- Pulling files for clinics and Maintaining filing systems
- Scanning, and merging of patients tribunal documents and coding of tribunal outcomes
- To ensure confidentiality in dealing with patients personal details, notes and Telephone enquiries
- Acted as secretariat for mental health tribunal team (14 members).
- Organised meetings, taking minutes, decisions and actions at meetings
- Conducted governance assurance meetings with tribunal managers using Data Service governance framework ensuring tribunals are delivered on time, within budgeted time frame.
- Challenged Tribunal Doctors / Tribunal Managers against progress of actions from checkpoint meetings verbally and in writing using MS Outlook
- Monitoring and chasing up Reporting activities throughout the tribunal process.
- Managing the change control process for the Data Collaboration Service using SharePoint and Excel
- Budget tracking, cost modelling, invoice sign off and supplier issues and queries
- Risk and Issues Management and Resolution, Assumption & Dependencies
- Organising and maintaining all tribunal documentation using in-house patient record system (ePJS), with appropriate configuration/version control.

---

**Employer name** Digital Bananas Technology

**Employer address** 133 Creek Road,  
Greenwich,  
London  
SE8 3BN

**Type of business**

Information, Media, E-Commerce, Mobile Commerce, Software development and Digital Technology

**Reporting to (job title)** Keji Giwa (Managing Director)

**Telephone** 0203 176 2946

**Your job title** Process Improvement Business Analyst/ PMO Analyst

**Start date** October 2013

**End date** July 2015

**Grade**

**Salary** 34000

**Period of notice**

**Reason for leaving (if applicable)** End of contract

**Brief description of your duties & responsibilities**

- Supporting the delivery of projects including administration, organization of project meetings and minutes, ensuring all actions and decisions are logged.
- managing reporting cycle of various reports for the adequate monitoring and controlling of the Equaliser and Skyfall projects
- Supporting the project manager in the delivery of quality projects, within scope, budget and on time
- Organizing and facilitation of project closure and completion of benefit analysis at the end of the project.
- Assigning resources to projects and giving staff access to project space in line with their authority.
- Updating and improving project methods.
- Producing weekly performance and monthly Project Status reports.
- Supporting all Project and Programme Managers with day to day running of project admin \tasks.
- Reviewing, collating, maintaining and highlighting changes to project plans frequently
- Managing the governance process for CI Equalizer and Skyfall Projects and acted as secretariat for the Project Board
- Conducting organisational studies and recommending process improvements.
- Managing and maintaining project level risks and issues, escalating them to programme office where necessary.
- Supporting the Project Manager with planning and resourcing, using Ms Project.
- Maintaining an accurate database, collating reports as required using SharePoint for collaborations with the team.
- Managing and maintaining the project plan for project using PM.com
- Managing and maintaining project documentation ensuring appropriate configuration procedures are adhered to being properly version controlled and filed
- Supporting the Project Manager in the development and maintenance of stakeholders and resolving conflicts
- Supporting the recruitment process for the project
- Consistently managing stakeholders throughout project life cycle
- Creating justifiable business cases
- Producing documents to highlighting business value and benefits of the project
- High-level requirement elicitation and management
- Requirement specification cataloging and documentation
- Creating technical design specification using UML and BPMN
- Creating Epic and user journeys and stories, use cases on new improved processes.
- Translating improved business processes into technical specifications for development team.
- Identification and maintenance of external and cross Project dependencies
- Carried out business processes of the software development life-cycle (SDLC) using the Agile methodology
- Worked closely with offshore developers to ensure that they fully understand the requirements of the proposed system using
- Produced a RACI (responsible, accountable, consulted & informed) matrix to articulate key stakeholder engagement and sign off
- Presentations of project artifacts for sign-off on every stage of the software development life cycle

---

**Employer name** King's College Hospital- Therapy Out Patient

**Employer address** Therapy Suite, 1 st Floor  
King's College Hospital  
NHS Foundation Trust  
Denmark Hill  
London  
SE5 9RS

**Type of business** Therapy Outpatient

**Reporting to (job title)** Outpatient Service Manager

**Telephone** 02032992320

**Your job title** Therapy Administrator/ Receptionist

**Start date** January 2013

**End date** October 2013

**Grade** Band 3

**Salary** 26,500

**Period of notice**

**Reason for leaving (if applicable)** Re posting by NHS Professionals

**Brief description of your duties & responsibilities**

- Performing administration duties
  - Checking in patients on their arrival
  - Booking and re-scheduling appointments for patients
  - To answer all inquiries pleasantly, efficiently and effectively with patients, staff and public both face to face and on the telephone
  - Pulling files for clinics and Maintaining filing systems
  - Dealing with patient queries and transferring to the appropriate personnel
  - Registering new patients and updating patient details
  - Scanning, and merging of patients documents and coding of outcomes
  - To ensure confidentiality in dealing with patients personal details, notes and Telephone inquiries
  - Distributing incoming and outgoing post and information to relevant parties.
  - Ensuring adequate staff levels to cover for absences and peaks in workload
- 

**Employer name** Sevenoak Hospital

**Employer address** Out- Patient Department  
Sevenoaks Hospital  
Kent Community Trust  
Hospital Road  
Sevenoaks  
TN13 3PG

**Type of business** Out Patient Hospital

**Reporting to (job title)** Clerical Manager

**Telephone** 01732470385

**Your job title** Clerical Administrator

**Start date** January 2012

**End date** December 2012

**Grade** Band 3

**Salary** 24,870

**Period of notice**

**Reason for leaving (if applicable)** Re posting by NHS Professionals

**Brief description of your duties & responsibilities**

- Performing administration duties
  - Checking in patient on arrival
  - Registering new patients and updating details
  - Answering telephone calls from patients, booking, rescheduling and cancelling appointments.
  - Obtaining patients referrals both internally and externally, and filing in appropriate trays for prioritization.
  - Placing patients on waiting list and booking appointments when due
  - To provide cover in the main reception area and back office when required
- 

**Employer name** Amey Services (Department of transport)

**Employer address** Winchester House, Heatley Road  
Oxford Science Park  
Oxford  
OX4 4GE

**Type of business** Facilities, Hospitality and Security

**Reporting to (job title)** Facilities and Security Manager

**Telephone** 07854164596

**Your job title** Facilities and Security Administrator

**Start date** February 2006

**End date** December 2011

**Grade**

**Salary** 28000 pa year

**Period of notice**

**Reason for leaving (if applicable)** Redundancy due to government cuts

#### **Brief description of your duties & responsibilities**

- Provision of support and advice on document management to the project teams
- Distribution of accurate information in the database
- Ensuring that all documentation within the assigned project or program area is stored and managed according to the relevant corporate procedures
- Registering Documents into the system and Co-ordination of Requests for Information
- Preparation, monitoring and updating the risk register
- Delivering mail, organising courier services and ordering office supplies
- Preparing meeting rooms or offices before client use Assisting clients when need arises
- Using Switchboard to answer telephone and transfer to appropriate client.
- Delivering mail, organising courier services and ordering office supplies
- Preparing meeting rooms or offices before client use and Assisting clients when need arises

#### **Gaps in employment**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

#### **Supporting information**

Supporting Information Fields marked with an asterisk are mandatory

In this section you need to demonstrate that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular post, if this has not been fully covered in the previous sections.

Please include your reasons for applying and take the opportunity to highlight your particular talents and strengths, (what you feel you can personally offer - what is unique to you - what sets you apart from your peers).

Please DO NOT include personal details or duplicate information already provided elsewhere in your application.

#### **Supporting information**

I am currently working as a Clinical Systems/ Applications Lead supporting CLCH Trust community applications system and was previously a transformation IT business analyst lead at Medway Council – Kent. I was supporting the local government through a transformation phase towards developing new IT infrastructures/applications as part of the council's upgrade programme.

As Clinical systems support Lead, I am responsible for gathering requirements, information, KPI's and configuration of various clinical Systems (SystmOne, EMIS, Crosscare, Prowellness, RIO) based on the agreed specifications and workflows that will enable the service to capture most ,if not all the data required by the service.

As part of my current role, I am a Registration Authority (RA) Agent tasked with configuring the clinical system, defining staff access roles/ positions on NHS Spine record (CIS), configuration of the Role Based Access Role (RBAC) and linking these roles to issued Smart cards. This support is currently part of my team BAU commitment through service desk support.

As part of the IT Clinical systems support to the trust, I have gained experience, knowledge, vital information on how services are run and ultimately how IT support contributes to the smooth run of these services. Being able to report from clinical systems accurately and timely is very important to service delivery to the health sector and all service delivery sectors. I am very aware of the important of timely report, correctness of data, data governance, and timely resolution of issues. I am also task to provide series of quality system trainings to improve the uptake of the new process by staffs, through detailed workflow and patient journey sessions that usually serves as quality assurance in the new development. With this knowledge in hand, I was able to apply this in my dealings with service managers in order to capture their KPI's as well as streamline their workflow

I am member of the data quality forum in my current organisation tasked with identifying, analysing and agreeing on how data from systems reports can be improved to me the service and commissioners' needs. As a system analyst, I produce high level documents containing cost cutting proposals and recommendations which are usually approved by the Chief Information Office of the Trust towards strategic improvement of the use of IT Systems. I have a proven track record of my ability to build value, manage risk and improve performance in business applications; technical and managerial operations through innovative insights that become actionable client-driven programs.

As part of duties a business analyst at Medway council was gathering requirements and translating these requirements into IT actionable development through detailed process mapping, which has been a helpful experience in designing new process and updating existing process at my current role.

My Skills includes being highly organised with good administrative and marketing skills with ability of persuading and influencing. With a strong level of creativity and leadership skill gained from experience in working on key projects as project support/administrator, business analyst and PMO analyst. I have an excellent interpersonal /communication skill, very reliable; learning new processes quickly, enthusiastic, confident, resilience and takes initiative which has developed with working on team project during my degree.

I am equipped with great level of Problem Solving skills with proven ability in meeting deadline while maintaining quality and working with people from a wide variety of background and cross cultural team. I am also experienced in the successful management of all aspects of small and medium size firms. This includes selecting, recruiting and training new employees. I am also involved monitoring productivity goal and leading cross-functional teams on key projects. I have excellent writing and speaking communication skills, inclusiveness skills, flexible and punctuality skills and time management skills. I pay attention to details and also willing to learn.

I have a great ability in IT skills which includes the use Microsoft Word, MS-DOS, Excel, PowerPoint and access the Internet. I am adept at proposal writing, programme monitoring, and programs evaluation. With this experience and skills that I have, I am confident that with the right guidance I will be able to perform the duties expected of me.

**Preferred employment type**

Full time  
Part time  
Job share  
Secondment  
Flexible hours

**Further questions**

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years' of employment? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage.**

Yes

**Have you provided details of employment gaps in the relevant section? Failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage**

No

**References**

If you are successful, prior to appointment, **we will take up as many references as needed to cover all activities, including periods of employment and full time education, that you have undertaken over the past three years.** Any offer will be subject to these being satisfactory. Please ensure that you provide full contact details for your Employer/Line Managers or Course Tutors for each activity. Please include their **work email address** where possible to avoid any unnecessary delays.

If during the last three years you have any periods in which you have not been in either employment or full-time education please provide details of someone who can provide a character reference for you to cover this period. Character references should be provided by a person of standing in the community such as a Teacher, Health Care Professional (i.e. Doctor, Physiotherapist, Registered Nurse), Minister of Religion, Police Officer or Solicitor. **Character references should only be used in EXCEPTIONAL circumstances to cover periods of time when you have not been in either employment or education.**

**Please use the "Add another" button below to add as many referees as required to meet the above requirements. Periods that referees cover may overlap but there should not be any gaps over the past three years.**

**Referee's title** Mr

**Referee's first name(s)** Hakeem

**Referee's surname** Sahebodin

**Referee's organisation name** Capita/CLCH

**Job title** CLCH Applications Team Lead

**How do they know you?** Employer / Line Manager

**Address 1** St. Charles Hospital

**Address 2** Exmoor Street

**Address 3**

**City / Town** London

**County / State**

**Postcode** W10 6DZ

**Country** United Kingdom

**Telephone no.** 020 8102 5524

**Mobile no.** 07580712460

**Fax no.**

**Email address** h.sahebodin@nhs.net

**Can the referee be approached prior to the interview?** No

**Period this reference covers from:** January 2016

**Period this reference covers to:** March 2019

**What name will the referee know you by if different from your current name?**

**Why has your name changed?**

**Referee's title** Mr

**Referee's first name(s)** Arthur

**Referee's surname** Sanchez

**Referee's organisation name** Barts Health NHS Trust

**Job title** EMIS Change Lead

**How do they know you?** Personal / Character Reference

**Address 1** Mile End Hospital

**Address 2** 275 Bancroft Road

**Address 3**

**City / Town** London



**County / State**

**Postcode** E1 4DG

**Country** United Kingdom

**Telephone no.** 020 81214141 / 43608

**Mobile no.** 07780664487

**Fax no.**

**Email address** arthur.sanchez@nhs.net

**Can the referee be approached prior to the interview?** No

**Period this reference covers from:** May 2016

**Period this reference covers to:** March 2019

**What name will the referee know you by if different from your  
current name?**

**Why has your name changed?**



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Economics/PhD	University of Bradford, UK	Completed	2019
Finance/Msc.	University of Bradford, UK	Completed	2011
Postgraduate Certificate in Higher Education Learning and Teaching	University of Bradford, UK	Completed	2015
Postgraduate Diploma in Research Methods for Social Science	University of Bradford, UK	Completed	2014
Teacher Education	University of Ibadan	Completed	2006

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I have current UK professional registration relevant for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body** Other  
**If other please provide details below** Higher Education Academy  
**Membership/Registration number** Associate Fello  
**Expiry / renewal date** 21/08/15

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)** October 2018  
**Months since most recent employment ended (if applicable)**

**Current/most recent employer (reference always required)**

**Employer name** University of Chester, Chester, UK

**Employer address**  
Parkgate Road CH1 4BJ Chester, UK

**Type of business** Higher Education-University

**Reporting to (job title)** Project Manager

**Telephone** +44 1244 51 2066

**Your job title** Business Analyst

**Start date** 10/2018

**End date** 03/2019

**Grade** n/a

**Salary**

**Period of notice** 2 weeks

**Reason for leaving (if applicable)**

The contract is finishing soon and I need a new contract in another place

**Brief description of your duties & responsibilities**

- Worked with project stakeholders to establish functional and non-functional system requirements in the expansion of the department
- Created project RUP Requirements Artifacts including Business Process Models (AS-IS and TO-BE) and Business Use Cases, System Use Cases and Activity Diagrams
- Determined system requirements for the interface used for student recruitment modelling process

**Activities prior to above starting with most recent**

**Employer name** Stoneacre Lodge Residential Home care provider

**Employer address**  
Business Analyst- January 2017 – September, 2018

**Type of business** Health Care Provider

**Reporting to (job title)** Owner

**Telephone** n/a

**Your job title** Business Analyst

**Start date** January 2017

**End date** September 2018

**Grade** n/a

**Salary** n/a

**Period of notice** Not applicable

**Reason for leaving (if applicable)**

I completed the project and the contract as well.

**Brief description of your duties & responsibilities**

- Acted as the Lead Business Analyst for the Billing module of the application
- Worked closely with users and stakeholders to determine their business needs for Stoneacre Lodge's Enterprise Case Management System.
- Conducted workshops with province-wide team representatives to establish business requirements
- Analyzed and documented business requirements and designed and developed detailed system requirements
- Trained and mentored the Business team in RUP methodology and in documenting requirements artifacts for better service delivery to care service users
- Led a team of Developers, Testers and Business Analysts through the development and maintenance of Stoneacre Lodge's Financial Reporting System and Data Warehouse
- Created requirements templates for the team to use Environment:
- Microsoft Visio, Microsoft Office Suite

**Employer name** University of Bradford

**Employer address**  
Richmond Road University of Bradford BD7 1DP UK

**Type of business** Higher Education-University

**Reporting to (job title)** Head of Division

**Telephone** +44 (0)1274 235261

**Your job title** Business Analyst

**Start date** September 2013

**End date** January 2017

**Grade**

**Salary**

**Period of notice** Not applicable

**Reason for leaving (if applicable)**

Completion of the projects.

**Brief description of your duties & responsibilities**

Responsibilities: • Worked with project stakeholders to establish functional and non-functional system requirements of departments within Social Sciences of the University using Agile development techniques. • Created project RUP Requirements Artifacts including Business Process Models and Business Use Cases, System Use Cases and Activity Diagrams for managing project delivery within Social Sciences faculty • Determined system requirements for improving interface used between students and lecturers assessment modelling process Environment: • Rational Software Modeller, Microsoft Office Suite

**Employer name** Intercontinental Bank Plc. (Now, Access Bank Plc.)

**Employer address**

**Type of business** Banking Institution

**Reporting to (job title)** Divisional Head

**Telephone**

**Your job title** Business Analyst

**Start date** August 2006

**End date** September 2013

**Grade** n/a

**Salary** n/a

**Period of notice** Not applicable

**Reason for leaving (if applicable)**

I relocated to new assignment

**Brief description of your duties & responsibilities**

Responsibilities: • Developed business requirements, wrote and executed test cases for the Intercontinental Bank Data Warehouse ETL process • Collaborated to develop the plan and schedule for testing a new GUI system and Interface functionality for banking operation bank wide • Supervised the sale of charged-off loans and realized over 50% more than expected bank wide; received recognition for outstanding sales returns. • Established requirements for the Financial and Management Reports that measured the application's effectiveness at meeting its primary objectives • Collaborated to determine system requirements for the online Security and Profile Management system • Developed Business Case and Business Process Models for corporate banking team • Led a team of Testers and Business Representatives in completing the User Acceptance Testing

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

I moved into another role immediately.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

Dear sir/Madam,

I am applying for the position of Agile Business Analyst to support the business functions of Health Education England (HEE). Having an aim to encourage the business to identify technological or data-driven improvements to the services it offers, I find your organization the best place to work utilize my skills for your growth.

I am skilled at developing test cases and proficient in gathering and managing Requirements through the use of S.W.O.T and Gap analysis and various data modelling tools including Microsoft Visio and Rational Rose. I possess extensive hands on experience with documenting detailed specifications on numerous projects in the Health Care, Higher Education institutions and Banking/Financial industry. I am a strong communicator and solid workshop facilitator with effective problem solving skills. I do AS-IS process modelling, S.W.O.T and GAP analysis towards generating 'To Be' process, document and baseline my 'To Be' process, which is then passed to an architect for his design. From there, I monitor until I along the other stakeholders successfully deliver. I am adaptable, and comfortable working in dynamic and complex project environments.

I have a good understanding of commercial and business issues and a strong technical background. These skills allow me to walk into an organisation or business and help to identify, define and understand people's challenges, process challenges and technical challenges of the organisation or business and then work with various stakeholders to provide solutions to the challenges. Thus, I fulfil a variety of different roles within project teams, and to provide an effective interface between business and technical functions. I am a Senior Business Analyst with over 10 years of experience in business analysis, quality assurance, in regulatory and non-regulatory projects. I am an expert at eliciting business requirements through workshop sessions and other business analysis techniques. I am experienced with creating use cases, skilled at developing test cases and proficient in various modelling tools including Microsoft Visio. I am now looking for a suitable business analyst position with an ambitious organisation to further my experience.

Utilizing all my abilities and competencies, I supported business and organisation, including senior management in the development and execution of program and project scope strategies. One of my greatest achievements is working with stakeholders, understanding their needs and promotional activities for new business initiatives, being highly praised and rewarded.

I have included my resume, which provides a more in-depth view of my qualifications and expertise herewith. I hope to meet with you in my interview so that we can discuss my experience and your requirements and expectations as well as provide you with more insight into what I have to offer. If you require more information, please contact me at your earliest convenience on 075-760-27749.

Thank you for your time and consideration. I look forward to hearing from you soon.

**Preferred employment type** Full time, Part time, Job share, Flexible hours

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address** contact@etaaccountants.co.uk

**Title** Mr

**Surname/Family name** Bankole

**First name** Olawoye-Edwards

**Relationship** Employer

**Employer name** Edwards & Co Chartered Accountants

**Job title** Chief Accountant

**Address line 1** 467 Great Horton Rd,

**Address line 2** Bradford

**Address line 3** UK

**Town/City** Bradford

**County/State** West Yorkshire

**Country** United Kingdom  
**Postcode/Zip code** BD7 3DL  
**Telephone** 01274299744  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Educational/Academic  
**Email address** E.bah@bham.ac.uk  
**Title** Dr  
**Surname/Family name** Bah  
**First name** Essa  
**Relationship** Manager  
**Employer name**  
**Job title**  
**Address line 1** JG Smith Building  
**Address line 2** University of Birmingham Edgbaston  
**Address line 3** Birmigham  
**Town/City** Birmigham  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** B15 2TT  
**Telephone** +44121414 8307(2326)  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Educational/Academic  
**Email address** h.jalilian@bradford.ac.uk  
**Title** Dr  
**Surname/Family name** Jalilian  
**First name** Hossein  
**Relationship** Former academic mentor  
**Employer name**  
**Job title**  
**Address line 1** Pemberton P1.28, Peace Studies and Int'l Devpt.  
**Address line 2** Faculty of Social Science  
**Address line 3** University of Bradford  
**Town/City** Bradford  
**County/State** West Yorkshire  
**Country** United Kingdom  
**Postcode/Zip code** BD7 1DP  
**Telephone** +44 (0) 1274 235261  
**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes





## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
BCS BUSINESS ANALYSIS DIPLOMA	LONDON	AWAITING ORAL EXAM RESULT	2019
SAFE AGILE	LONDON	PASS	2017
PRINCE2	LONDON	PASS	2016
Business Administration and Management	HUDDERSFIELD	2:2	2007
Business Finance & Computing	SALFORD	PASS	2006

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

#### Course title Training provider Duration Year completed

FIRST AID	RED CROSS	5 DAYS	2018
-----------	-----------	--------	------

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**



**NHS Service**

**Start date of continuous NHS service (if applicable)**  
**Months since most recent employment ended (if applicable)**

**Current/most recent employer (reference always required)**

**Employer name** HOME OFFICE

**Employer address**

Apollo House, 13th Floor, 36 Wellesley Road, CR9 3RR

**Type of business** PROJECT DELIVERY

**Reporting to (job title)** BORDER FORCE

**Telephone**

**Your job title** Technical Delivery Manager / Business Analyst

**Start date** 02/2017

**End date**

**Grade** SEO

**Salary** 42K

**Period of notice** 1 MONTH

**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

Aquil is the lead business analyst on the passenger project of this programme, which will digitise visas for foreign nationals planning to come to the UK. Supporting the project to successfully deliver two trials, he led the capture, and managed supplier delivery, of requirements to deliver tactical changes for the trial solution. Aquil managed the business (UK Visas and Immigration(UKVI) and Border Force (BF)) interface during the trial, ensuring data integrity and dealing with digital visa holder queries. Aquil is currently working on the first full release of digital visas within the GDS guidelines and is responsible for the following: Key Activities • Supported the development of the View your Visa app for users within the GDS guidelines and principles • Capturing and agreeing to-be process maps, and user stories for visa applicants, UK Visas and Immigration (UKVI) case workers, and Border Force (BF) Officers. • Creating and agreeing business rules that are required for the digital visa product • Identification of technical and process changes required to support the end to end process and working these through as technical requirements and business changes with the relevant teams • Support for change within the business areas, creating guidance/training materials for UKVI decision making centres, Border Force (BF) and other business areas • Preparing, producing and communicating delivery plans, reports for the business area and wider stakeholders • Organising and setting up working group meetings and workshops • Manage risks, issues and dependencies within the technical Workstream • Contributing and participating in the programme business case process and any reviews. • Involved in the regular agile ceremonies such as stand ups, retrospectives, sprint planning, planning, user research, design, content changes. Key Outcomes delivered • Two successful trials for 30 US nationals to travel to the UK with a digital visa • Implemented tactical solutions to improve the concept of digital visas resulting in savings to the Home Office • Developed a "view your visa" application to issue digital visas to be used for the 3 million visa applications made per year

**Activities prior to above starting with most recent**

**Employer name** HOME OFFICE

**Employer address**

Apollo House, 13th Floor, 36 Wellesley Road, CR9 3RR

**Type of business** PROJECT DELIVERY

**Reporting to (job title)** BORDER FORCE

**Telephone**

**Your job title**

Technical Delivery Manager/Product Owner/Subject Matter Expert/Business Analyst

**Start date** September 2015

**End date** February 2017

**Grade** HEO/SEO

**Salary** 39K

**Period of notice**

**Reason for leaving (if applicable)**

NEW PROJECT

### Brief description of your duties & responsibilities

Aquil was the lead subject matter expert and product owner to create a front end online web application (GDS approved) and a back end caseworking system to replace an existing paper-based service with a digitised service delivering electronic visa waivers to middle east state nationals. Aquil managed developers, stakeholders and suppliers to deliver this service which would result in an improved customer service journey, national security, and smoother processing at the border. Key Activities • Delivered a front-end user service using the GDS principles through the Discovery, Alpha, Beta and Live stages, successfully implementing a GOV.UK electronic visa waiver form application service • Gather business requirements from various stakeholders to build a front-end application and back end case working system • Creating and agreeing user stories in JIRA for developers to build the systems • Worked collaboratively with stakeholders to ensure business and technology alignment • Capturing and agreeing to-be process maps to everyone's business areas • Create and delivered training and guidance packs for each of the individual business areas • Set out disaster recovery options for outages • Performed quality assurance testing • Set up an MI dashboard for reporting to Senior Management • Maintained a good working relationship with the case working team, establishing KPI's, and on- going support • Involved in regular Agile ceremonies such as stand ups, retrospectives, sprint planning, planning, user research, design, content changes. Key Outcomes delivered • A cloud based online application service to users • A back-end case working system for border force staff, saving 2 minutes per application • Decreased errors from 20% to less than 1% resulting in fewer offloads by carriers and improved customer service • Generated £2.5million within the 1st year. • Implemented technology changes within the Home Office saving £15k in costs by analysing the quote

### Employment Gaps

If you have any gaps within your employment history, please state the reasons for the gaps below.

### Supporting Information

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

#### Supporting information

Aquil Asif is a highly motivated and dedicated business analyst, who has been working for the Home Office (Border Force) for the past 8 years. Aquil has undertaken various roles in the public sector, including, four high profile programmes where he in addition to his business analyst skills has gained experience of across technical implementation, delivery management disciplines and where relevant applied the GDS principles. Aquil is an enthusiastic team player, with strong stakeholder management and experience across the full project lifecycle from inception through into delivery to business as usual.

Aquil has an infectious can-do attitude and thrives working in a delivery environment to ensure technical solutions meet the needs of the users and ensure solutions integrate with legacy technology and business processes. Aquil is highly goal driven and determined to achieve the objectives set, as well as contributing to the overall success of any business. Aquil is known for guiding and motivating others and possess the stamina to take ownership of issues and seeing them through to a high-quality standard.

The four programmes/projects i have worked on varied from Electronic Visa Waiver 2 (EVW2), Initial Status Analysis (ISA) also known as Exit Checks (EC), Digital Permissions delivering digital visas replacing the paper visa and currently EU EXIT as a buisness change manager. During his time on all four projects he has been able to demonstrate the following:

1. Led and delivered two trials successfully working in an agile environment
2. Project managed delivery of various trials
3. Managed stakeholders (internal and external) at all levels
4. Introduced technical changes to various parts of the business
5. Used tactical solutions to inform the strategic solution
6. Led and developed the EVW2 caseworking system front end and backend
7. Project Manage aspects of EVW2 service delivery milestones
8. Be the subject matter expert of the caseworking system
9. Analyse data to feed in to key development and improvements of the system
10. Handle customer correspondence and deal with issues by making decisions on applications
11. Design and create a MI reporting functionality
12. Ensure data was delivered to stakeholders to EC team
13. Liaise with Fujitsu to ensure delivery of EVW services and products
14. Contingency process and planning

His success in delivering these objectives has required strong PPM skills, proactive stakeholder management and an ability to understand and communicate technical detail to non-technical people.

Is an enthusiastic team player, with strong stakeholder management and experience across the full project lifecycle from inception through into delivery to business as usual.

Has an infectious can-do attitude and thrives working in a delivery environment to ensure technical solutions meet the needs of the users and ensure solutions integrate with legacy technology and business processes. Is highly goal driven and determined to achieve the objectives set, as well as contributing to the overall success of any business. Is known for guiding and motivating others and possess the stamina to take ownership of issues and seeing them through to a high-quality standard.

Working on agile projects he has been able to contribute in prioritisation meetings (sprint planning & pre-planning) balancing business priorities against user needs. He has developed skills to a degree such as:

- Write acceptance criteria so that developers can translate in code
- Support User research
- Development of digital systems
- Lead on product rollout and understand user needs and requirements
- Manage stakeholders
- Regularly test new features
- Presenting high level service packs to senior mangers
- Data crunching and regularly reviewing statistics

He also partakes in the common agile ceremonies such as stand-ups, retrospective and show and tell. He is comfortable using a physical or digital (Jira) tool to manage user stories, tasks and bugs.

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

**Referees**

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address** KEVIN.THOMPSON@HOMEOFFICE.GOV.UK

**Title** Mr

**Surname/Family name** Thompson

**First name** Kevin

**Relationship** MENTOR

**Employer name** HOMEOFFICE

**Job title** SENIOR BUSINESS ANALYST

**Address line 1** APOLLO HOUSE

**Address line 2** WELLESEY ROAD

**Address line 3**

**Town/City** CROYDON

**County/State**

**Country** United Kingdom

**Postcode/Zip code** CR9 3RR

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Personal/Character

**Email address** ROHANJADHAV@HOTMAIL.CO.UK

**Title** Mr

**Surname/Family name** Jadhav

**First name** Rohan

**Relationship** FRIEND

**Employer name**

**Job title**

**Address line 1** 50 EVESHAM WALK

**Address line 2**

**Address line 3**

**Town/City** LONDON

**County/State**

**Country** United Kingdom

**Postcode/Zip code** SW9 6PE

**Telephone** 07825513512

**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**





## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Master of Business Administration	Open University	Merit	2016
PgDip Community Care	Bournemouth University	Distinction	2009
BA Social Work	University of Greenwich	Upper Second Class	2006
Certificate in Computer Programming	West London College	Pass	2002

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Agile Scrum Master	International Scrum Institute	Self Study	2018
Agile Product Owner	International Scrum Institute	Self Study	2019
Lean Six-Sigma Green Belt International	Six-Sigma Institute	3 months	2019

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I have current UK professional registration relevant for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body** Health and Care Professionals Council ~ Social Worker in England  
**If other please provide details below**  
**Membership/Registration number** SW20262  
**Expiry / renewal date** 22/12/20

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**

**NHS Service**

Start date of continuous NHS service (if applicable)

Months since most recent employment ended (if applicable)

**Current/most recent employer (reference always required)****Employer name** Digital Bananas**Employer address**

Technology Curve Services Offices 133 Creek Road Greenwich

**Type of business** Technology**Reporting to (job title)** Portfolio Manager**Telephone** 02038903449**Your job title** Digital Business Analyst**Start date** 08/2018**End date****Grade****Salary** Daily rate**Period of notice** 2 weeks**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

?Deliver innovative digital solutions on client organisation's business processes using digital technology for client retention with focus on increasing revenue, market share, and valuation. Gather information and used data to make informed decisions, rendering optimum customer experience across operations, customer service, service delivery, sales, and marketing. Liaise and function closely with marketing team to devise and implement segmentation strategies, meeting market specific needs. Attain marketing automation goals by contributing in extracting and structuring data from core systems. Evaluate and assess product design concurrently to determine technical issues early and resolve blockers. Key Contributions -Developed better understanding related to existing and proposed system through business analytics tactics, creating gap analysis and business justification reports. ? -Functioned on multiple digital transformation projects within the entire portfolio and set-up organisation as a major disruptor within industry using new mobile-first strategy that successfully integrated into customers' lifestyles. ? -Guided and encouraged two development teams during transition from waterfall to Agile development via workshop and continuous collaboration. ? -Prioritised product backlog, created, acceptance criteria, and set sprint goals in co-ordination with product, which supported in delivering valuable products. ? -Upheld superior level of expertise while building UML diagrams to visualise, construct, and document artefact of the existing and proposed systems.

**Activities prior to above starting with most recent****Employer name** Aroyewun Social Care Limited**Employer address**

8, Haslemere Road, Manchester

**Type of business** Social Care Consultancy**Reporting to (job title)** Self-Employed**Telephone** 01613124296**Your job title** Change and Transformation Lead**Start date** September 2013**End date** July 2018**Grade****Salary****Period of notice** Not Applicable**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

Rendered expert services as a change management consultant within local authorities and health service as well as provided consultation services on driving digital transformation and optimisation of organisations. Improved user's experience and made financial gains by adeptly devising digital marketing strategies and system migration. Applied lean six-sigma approaches to evaluate and measure business process, enhance flow in the value stream, and eliminate waste. Conducted and managed elicitation workshops to better understand the business requirements and capitalise improvement opportunities needed to the system. Key Contributions: ? -Successfully developed and delivered a number of innovative initiatives that changed delivery of social care to vulnerable adults in the local authority. ? -Formulated and executed resource optimisation plans by functioning closely senior stakeholders. ? -Planned and employed digital strategy to maximise business benefits of data assets and technology-focussed initiatives. ? -Contributed efforts as a part of business analysis team in gathering requirements and augmenting business activities, processes, and ecosystems. ? -Significantly enhanced efficiency and effectiveness by initiating smart working initiatives.

**Employer name** Aroyewun Social Care Ltd

**Employer address**

8, Haslemere Road, Manchester M20 4RD

**Type of business** Social Work Professional Services

**Reporting to (job title)** Not Applicable

**Telephone** 01613124296

**Your job title** Social Work Consultant

**Start date** January 2007

**End date** August 2013

**Grade**

**Salary**

**Period of notice** Not Applicable

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Operations Management of a social work team. Duties included supervision of Senior Practitioners and qualified social workers. Developed and implemented case monitoring and tracking system, chairing the Team's Care Management Panels and partly responsible for managing the team's devolved budgets. I also co-ordinated and chaired complex Safeguarding Strategy Meetings, Safeguarding Adult investigations and Review meetings. I was also responsible for managing locum staffing budget and locum staff recruitment. Key Contributions: - Visiting and interviewing clients to make assessments. - Assessing priorities and writing reports to develop care plans. - Accepting responsibility for actions in relation to the liberty or safety of clients in emergency situations. - Including carers and clients' families in the assessment process in line with the Equal Opportunities Act 2004. - Liaising with colleagues and other agencies as appropriate including domiciliary, day and residential services.

**Employer name** Royal Mail Group Ltd

**Employer address**

Royal Mail 50 West Hill, Dartford DA1 1AA

**Type of business** Logistics

**Reporting to (job title)** Business Services Manager

**Telephone** 01322 297200

**Your job title** Business Support Coordinator

**Start date** January 2003

**End date** January 2007

**Grade**

**Salary**

**Period of notice** Not Applicable

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Administration lead and project planner on several projects. updating and creating spreadsheets for the Project Manager. Also the coordination of business activities on a daily basis. Key Contributions: -Work with the relevant stakeholders to identify process updates and opportunities for efficiency and improvement. -Management reporting, analysis & insights into processes. -Proactively build relationships with all teams across the business. - Communicating process updates by methods including emails, newsletters and presentations. -Arranging learning and development activities for the team including booking training and rooms as appropriate

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.



## Supporting information

My application for this role stems from a passionate interest in improving digital products to ensure the best outcomes for all users, with a particular interest in ensuring that the core values which make the NHS unique are maintained through this transformation process, in the face of a constantly changing environment. As an analytical and results-oriented business analyst and certified product owner with hands-on experience in digitising and automating client organisations' business processes, I am skilled in PRINCE2 methodologies, Project Management, Stakeholder Management, Digital Transformation, GDPR, user-centred design, persona definition and customer journey mapping. Knowledgeable and experienced in scaled agile, waterfall and agile frameworks, I am adept at creating justifiable business cases and UML diagrams as well as translating requirements from business and users. These qualities and experiences empower me to perform at a high level and deliver outcomes.

I have vast experience in change management and transformation initiatives within large government organisations which improve efficiency and effectiveness. As a successful team leader and experienced product owner with a passion for lasting and effective initiatives in public services, I believe I have the capacity to deliver world class products in a user-focused environment which provides tailor-made solutions. Throughout my 13 years in the field of Social Services, I have evaluated and identified issues requiring change management and strong leadership. My early experiences involved the transformation of team working practices to become more reflective and iterative in order to improve efficiency of delivery. One notable early success was the undertaking to lead a Social Services Department through three pathways for change, incorporating each into my MBA studies. I saw resultant improvements not only in value for money and staff motivation through increasingly purposeful practice, but also my own professional development as an effective team leader.

The successful delivery of this change management initiative awoke in me a desire to effect transformations in other departments, leading to my shift into consultancy work. As part of this, I completed time-constrained, goal-oriented projects in which I led a number of different teams through change processes. One of the first projects that I worked on was the review of social care systems that resulted in a system replacement for the council. On this project, I gathered and catalogued system requirements that was used in a replacement procurement exercise. I also played a key role in the options analysis and evaluation exercise used to select a new system.

Another major project that I was instrumental in delivering was with the integration of health and social care records, sharing information across primary and secondary care. A key focus of my responsibilities was around Personal Health Records and patients having a holistic view of their records across their health and care provision. As a Product Owner on this project, I undertook workshops that elicited the requirements of the users of these systems and formulated a product backlog from which the use of Agile practices of Scrum and Kanban were utilised to achieve both Feature-Driven products and Behaviour-Driven development. My excellent communication skills in presenting the product development to both internal and external stakeholders ensured the involved parties understood the data was being shared about them.

Key to the success of my work was ensuring stakeholder buy-in by communicating a clear vision for the end goal and setting out a well-defined roadmap for how this would be achieved, emphasising the individual's role in delivering team outcomes. The nature of this work incorporated team leadership across boundaries, working with multi-disciplinary teams from different facets of public services to coordinate input and design creative solutions to identified problems. Managing the expectations and demands of a diverse group of services with shifting and varied priorities developed my communication skills, as well as my ability to prioritise and synthesise solutions for the most useful outcomes.

Recently, I have utilised my leadership and management skills in developing digital products. Again, uniting a diverse group of employees under a common vision was a crucial part of the success of these projects. Throughout this employment, I have deployed agile methodology by building incrementally and iteratively in order to respond to the changing needs of customers and effectively tailor solutions accordingly. This emergent way of working has required me to be flexible and confident as a leader in guiding teams through the iterations of a product, firmly maintaining the focus on the core vision and communicating this to all team members. Core to this work is a well-considered strategy for the end-to-end process, and I have been highly successful in using these tools to lead to an excellent end product.

Instrumental in successfully devising solutions was the process of leading the team, whereby I took an evaluative overview of the current position with regard to the product and used this to frame problems to be resolved. Following this, I communicated the problem to the team and, through increasing the perceived value of their contribution, gained stakeholder buy-in. Managing the team and keeping them on track via tools like Jira and Trello required me to have a secure grasp of the multifaceted demands of the product specification and ensure team members were working towards this specification. The need for clarity is balanced with the necessity to constantly evaluate and modify the product in the light of consumer feedback and my own reflections on the product and its uses.

Currently, I am working for a technology company as part of a digital transformation program focused on digitising and automating client organisation's business processes in order to deliver better client acquisition and retention, and increase overall return-on-investment. My role has been pivotal in the formulation of the digital transformation strategy, road map and implementation with a customer-focused approach, informed by data in order to deliver the best customer experience across all digital channels including operations, customer service, service delivery, sales and marketing.

In addition to my leadership competencies, I also have a passion for staff development, and enjoy managing and mentoring individuals to reach their potential and reap the rewards of challenging themselves. Whether managing Newly Qualified staff, mentoring existing teams through change initiatives or managing individuals in product teams, or coaching new teams that are adopting agile from the traditional waterfall methodology, I consistently use my own high-quality work to inspire and motivate others to achieve their best. I have implemented this alongside clearly defined performance metrics which encourage teams to meet targets as elements of a shared vision and common goal.

My work in government services and as a consultant has inspired my passion for transformative products which have meaningful impact in users' lives. Not only that, I have developed leadership qualities throughout my career, becoming a strong role model, motivator and purposeful communicator. I pride myself on my capacity to listen and synthesise the opinions of others in order to feed into a design for the bigger picture, and my excellent communication of my vision to the team gives each individual purpose, autonomy and an awareness of a shared road map to success.

I am an efficient multitasker and can simultaneously address the needs of both users and businesses to feed into ideal solutions. Furthermore, my work has made me adaptable and, as part of busy departments and heading up highly pressured teams, I have great skill in prioritising tasks. I feel confident that my desire to problem solve and guide a team towards a common goal would make me an asset to a digital team working through the NHS to change users' lives for the better.

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage

Yes

Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage

No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address** keji@digitalbananas.co.uk

**Title** Mr

**Surname/Family name** Giwa

**First name** Keji

**Relationship** Portfolio Manager

**Employer name** Digital Bananas Technology

**Job title** Portfolio Manager

**Address line 1** Technology Curve Services Offices

**Address line 2** 133 Creek Road

**Address line 3** Greenwich

**Town/City** London

**County/State**

**Country** United Kingdom

**Postcode/Zip code** SE8 3BN

**Telephone** 0203 890 3449

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Previous Employer

**Email address** l.collins@edembrownsynergy.com

**Title** Ms

**Surname/Family name** Collins

**First name** Lauren

**Relationship** Previous Manager

**Employer name** Edenbrown Synergy

**Job title** Manager

**Address line 1** 111 Picadilly

**Address line 2**

**Address line 3**

**Town/City** Manchester

**County/State**

**Country** United Kingdom

**Postcode/Zip code** M1 2HY

**Telephone** 0161 233 600

**Fax**

**Can the referee be approached prior to interview?** No

If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?





## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system..** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Agile Scrum Master Certificate	EXIN	Passed professional certification	2018
Business Analysis	BCS Business Analysis Foundation Certificate Exam	Passed Professional Certified Exam	2018
Project Management	AXELOS PRINCE2 practitioner 2017	Passed Professional Exam	2018
Project Management	Scrum Fundamentals Certificate by SCRUMstudy.com	Passed professional certified exam	2018
Clinical Research Professional Development Program Diploma	(Kriger Research Centre, Canada	passed professional exam	2015
Ascentis Level 4 Award in Preparing to Teach in the Lifelong Learning Sector	Lancashire Adult Learning, United Kingdom	Level 4 professional training qualifaication	2014
Prince2 Registered Practitioner (Project Management)	APMG-International/ Quality Management System, Office of Government Commerce, United Kingdom	PRINCE2 practitioner	2011
MSc Microbiology	Obafemi Awolowo University (OAU), Nigeria	MSc Microbiology Distinction	2007
BSc. (Hons) Microbiology	Obafemi Awolowo University, Nigeria	BSc Microbiology	2004
Professional Diploma (AIMLS) Haematology	Professional Diploma (AIMLS) Haematology	Professional diploma	2000

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Agile Scrum Project Management Framework	Bright Edge Academy, UK	2 days	2018
PRINCE2 Project Management Training	The Knowledge Academy UK	5 days	2018
Scrum Fundamentals Training	SCRUMstudy.com	1 day	2018
Specialist Blood transfusion Course	NHS Blood and transplant	4 days	2011
Introduction to Transfusion Science	NHS Blood and transplant	5 days	2010
Molecular and Cellular Basis of the Normal Immune Response	College of Medicine ,University of Ibadan	5 days	2005

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I have current UK professional registration relevant for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body** Health and Care Professionals Council ~ Biomedical Scientist  
**If other please provide details below**  
**Membership/Registration number** BS62599  
**Expiry / renewal date** 22/11/19

#### Professional Body and Membership 2

**Professional body** Other  
**If other please provide details below**  
 AXELOS Global Best Practice PRINCE2 professional 2. Associate Member of BCS- Renewals 09/2019 Membership number 990675781 3. Member of Digital Marketing institute  
**Membership/Registration number** AXE-21308876081  
**Expiry / renewal date** 22/08/19

### NHS Service

**Start date of continuous NHS service (if applicable)** June 2010  
**Months since most recent employment ended (if applicable)** 12

### Current/most recent employer (reference always required)

**Employer name** Lancashire Teaching Hospitals NHS Trust  
**Employer address**  
 Haematology and Blood Transfusion Pathology Department Royal Preston Hospital Sharoe Green Preston PR2 9HT  
**Type of business** Healthcare NHS  
**Reporting to (job title)** Laboratory manager  
**Telephone** 01772522605  
**Your job title** Specialist Biomedical Scientist  
**Start date** 10/2013  
**End date**  
**Grade** Band 6  
**Salary** £36699.00  
**Period of notice** 8 weeks  
**Reason for leaving (if applicable)**  
 New challenge in Project management

**Brief description of your duties & responsibilities**

• Timely attendance to urgent diagnostic processes. • Validate and authorise clinical test results • Maintenance of process turnaround times. • Application of Good Manufacturing Practice (GMP) in clinical laboratory. • Training of junior and new staff • Managed activities, resources, equipment and information • Broke projects into double actions and set timeframes, ascertained that needs are met as projects evolve • Liaised with stakeholders to identify and define requirements, scope and objectives • Communicating with other professionals in the medical field towards good outcome for patients. • Managed procedural change • Analysed quality control

**Activities prior to above starting with most recent**

**Employer name** Digital Bananas Technology, United Kingdom

**Employer address**

Technology Curve Services Offices 133 Creek Road Greenwich London SE8 3BN

**Type of business** Digital solutions company

**Reporting to (job title)** Programme manager

**Telephone** 02038903449

**Your job title** Agile Project Manager / Business Analyst

**Start date** January 2017

**End date**

**Grade**

**Salary**

**Period of notice** 2 weeks

**Reason for leaving (if applicable)**

Ongoing contract role

**Brief description of your duties & responsibilities**

• My role involves supporting the program managers of the digital company towards the implementation and management of the digital transformation initiatives, engaging with third party partners in relation to API integration and creating a unified system with a view to have a centralised customer data centre where the business is informed by data and eventually able to use digital technology to be a lot more customer centric, optimise revenue and drive down operational cost. I also worked actively towards the delivery of the company's educational/ training platform E-work experience 4.0, the mandate of which is to make the platform a lot more responsive and adaptive, and to make it more customer- centric removing pain point across every touch point. • Working within an agile environment using SAFe W agile framework • I work closely with the product owner to write user stories and estimate user stories in sprint planning. • Ensured user story meet INVEST criteria and helped PO to achieve definition of ready. • Helped the product owner to maintain product backlog and assist during backlog prioritisation. • Participating in daily scrum meeting, sprint planning, sprint retrospective and sprint review. • Estimating user stories and sprints with developers and managing the sprint process in Jira and Confluence • Piloting the requirement gathering stage to make sure the system meets the needs of the business • Work closely with UX/UI team on wireframes and design prototype • Process Flow Mapping using Visio. • Managed the successful data migration from legacy system to Salesforce Cloud CRM. • Facilitating training of staff on the new Salesforce CRM system • Managed the QA team (defect management life cycle). • Planned 'go live' activities – deployment from dev to staging and staging to live. • Document and prepare hand over for project closure. management • Project planning and updating project plan with resources and delivery of project deliverable without slippage. • Part of the team responsible for creating the digital transformation strategy document, road map and implementation plan for the organisations digital transformation initiative • Worked closely with the digital marketing and IT team to use big data to make an informed decision when it came to defining our core deliverables based on customer insights derived from multiple data sources through data analysis and data visualisation • Salesforce Optimisation - Customise objects and fields, ensuring data integrity, implementing an improved salesforce pipeline, customer segmentation and digital channel integration

**Employer name** Prudence Consult Limited

**Employer address**

Great Ancoats street, Manchester, M4 6DE

**Type of business** Project Management Company

**Reporting to (job title)** Lead Project manager

**Telephone**

**Your job title** Agile Business Analyst

**Start date** January 2015

**End date** December 2016

**Grade** Contract employment

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

End of Contract

**Brief description of your duties & responsibilities**

- Working with 3rd party vendors overseeing the Requirement gathering with different stakeholders across the business Producing Statement of Requirements (BRD, Functional and non-Functional).
- User story and Epics/Story boards using Confluence and Jira
- Using SDLC( Software Development Lifecycle) for business requirements, high Level Requirements, TOMS (Target Operations Model) & business Models which then converts them into functional Requirements
- Worked closely with Project Manager from project Initiation to delivery
- Identified key stakeholders (RACI matrix) and business users and worked with them to elicit business requirements accurately and prioritised accordingly.
- Collaborated with stakeholders to refine requirements to ensure that they were implementable and aligned with the business goal.
- Facilitated workshops and brainstorming sessions with stakeholders to elicit high level requirements and quality criteria for the project.
- Conducted a Gap analysis of the 'AS IS' and the 'TO BE' to define the impact assessment on the process and the platform. Provided risk analysis, return on investment (ROI) for the business.
- Conducted customer journey mapping to account for touchpoints, steps/ activities, expectations, systems and processes.
- Analysed the requirements, produced detailed requirement lists and wrote user stories with acceptance criteria which were loaded into Jira for development.
- Engaged with UX/UI team to develop wireframes with relevant Identified key stakeholders (RACI matrix) and business users and worked with them to elicit business requirements accurately and prioritised accordingly.
- Collaborated with stakeholders to refine requirements to ensure that they were implementable and aligned with the business goal.
- Organised workshop and interview sessions for requirement elicitation.

**Employer name** Family Support Advocates**Employer address**

20 Brighton Crescent, Ingol, Preston, PR2 3XT

**Type of business** Community organisation/ social work**Reporting to (job title)** Director**Telephone****Your job title** Junior Project Manager**Start date** June 2012**End date** December 2013**Grade****Salary****Period of notice****Reason for leaving (if applicable)**

Volunteering ended due to Full time career demands.

**Brief description of your duties & responsibilities**

I planned, managed and controlled the organisation's Enterprise project which is a community project funded by HMRC to get clients into business by developing their hobbies and come off recourse to public funds. I saw to the end to end delivery of the project. My duties were:-

- Stakeholder management, managing internal and third party stakeholders, communicating with HMRC Project managers.
- Presentation of the project schedule/ plans to stakeholders
- Planned the implementation from early stage business requirement gathering working closely with clients to elicit and validate requirements.
- Wrote Grant application
- Piloting the requirement gathering stage to make sure system meets the needs of the business
- Process Flow Mapping
- Managed the project implementation process.
- Facilitating training of staff and other volunteers
- Managed workshop sessions, one-to-one interview sessions.
- Managed project planning and delivery, cost, budget, risk management
- Planning tool used Microsoft Project, Excel, Lucid Chart.

**Employer name** Salford Royal NHS Foundation Trust**Employer address**

Haematology Department Stott Lane, Salford M6 8HD

**Type of business** Diagnostic**Reporting to (job title)** Lab Manager**Telephone****Your job title** Biomedical scientist**Start date** June 2010**End date** November 2013**Grade** band 5**Salary****Period of notice****Reason for leaving (if applicable)**

Career Advancement

**Brief description of your duties & responsibilities**

Managed laboratory automated analytical processes.

- Preparing and standardising of laboratory equipment on a daily basis to meet department time target.
- Validate and authorise test results and communicating with stakeholders
- Supporting departmental projects.
- Carried out process audit
- Carrying out quality control and assessment on laboratory processes.
- Gathering patient referrals lists and communicating to various clinical teams.

**Employer name** University of KwaZulu Natal, Durban, South Africa

**Employer address**

University of KwaZulu Natal, Westville Campus Microbiology Department Durban 4091, South Africa

**Type of business** Research Project coordinator

**Reporting to (job title)** Supervisor

**Telephone**

**Your job title** Volunteer graduate research coordinator

**Start date** January 2008

**End date** January 2009

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Family relocation

**Brief description of your duties & responsibilities**

• Monitored equipment and consumables supplies for the postgraduate laboratories. • Supported the research project manager in coordination of the project. • Carried out microbiological analysis of water samples. • Participated in HIV/ Tuberculosis research in the Nelson Mandela Medical School, UKZN

**Employer name** Obafemi Awolowo University Teaching Hospitals Complex, Nigeria

**Employer address**

Obafemi Awolowo University Teaching Hospitals Complex, Ile-Ife Osun state Nigeria

**Type of business** Healthcare

**Reporting to (job title)** Section manager

**Telephone**

**Your job title** Medical Laboratory Scientist / project coordinator

**Start date** April 2007

**End date** November 2007

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

family relocation

**Brief description of your duties & responsibilities**

• Clinical laboratory processes. • Knowledge of ICH / GCP regulations • Management of blood donor recruitment and evaluation. • Donor (blood) organizer for the department's 'save a life' project. • Supported in managing the special test bench and carried out specialised haematological tests. • Escalated major managerial issues to the special test bench manager. • Managed and delivered the department's 'Waiting time reduction' project. • Change Management Control • Papaya sickle cell clinical trial start up and participant recruitment

**Employer name** Osun State Polytechnic, Nigeria

**Employer address**

Osun State Polytechnic, Iree, Osun state Nigeria

**Type of business** Healthcare

**Reporting to (job title)** Health Centre Medical Director

**Telephone**

**Your job title** Medical Laboratory Scientist /Healthcare Project Coordinator

**Start date** July 2003

**End date** December 2003

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Marriage/ Relocation

**Brief description of your duties & responsibilities**

• Procured, set up and equipped the laboratory, managed quality control processes and delivery of laboratory go-live. • Managed and delivered the yearly staff and students health screening project • Managed the laboratory staffing structure and welfare. • Appraisal of junior staff. • Managing RAID log • Adhere with the hospital Governance policy • Highlight report to the Senior Stakeholders of the Institution. • Wrote, revised and authorised standard operations procedure (SOP)



## Employment Gaps

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

I was on on maternity leave since 1st January 2016 to October 2017. My role at Lancashire teaching Hospital NHS trust started as Locum between October 2013 and December 2015. Permanent role started in October 2017 till date.

## Supporting Information

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

### Supporting information

Currently part of a digital transformation initiative programme focused on the digitization and automation all business activities within the organization in order to deliver better client retention, acquisition, and increase overall ROI. My role has been pivotal to the formulation of the digital transformation strategy, road map and implementation where it was imperative that we took a customer centric approach, informed by data in order to help key decision makers make an informed decision which has led to delivering the best customer experience across all digital channels be it operations, customer service, service delivery, sales and marketing. I have had the opportunity to work on various digital transformation projects within the overall portfolio where the results so far clearly sees the organization as a major disruptor within the tech industry and they clearly now have a mobile first strategy where they are able to successfully integrate into their customer lifestyle in today's digital age.

I am a resourceful and dedicated PRINCE2 practitioner/ digital Project manager business analysis professional with strong analytical background working in the NHS as a Specialist biomedical scientist. Passionate about excelling and love good challenge, I have a sound knowledge of, and I am certified as an agile Scrum Master with experience across a wide range of sectors combined with an indepth understanding of various project management framework and processes. My wealth of experience in innovative software development projects in AI, mobile App, automation, digital transformation and optimisation, big data, machine learning & IoT application, BDD, TDD, FDD in Scrum, Kanban and XTreme programming has given me the capability of helping and growing development teams during transition from waterfall to Agile ways of working. Excellent stakeholder management skills with ability to work well within various crossfunctional teams; a pragmatic team player that is able to make personal decision when required

In addition, having been part of a multidisciplinary clinical team delivering projects that help patient care for almost 18 years, and with years of project management experience backed up with certified knowledge of PRINCE2 as a practitioner, BCS Business analysis Foundation certificate and Agile Scrum Master certificate, I strongly believe that an digital transformation manager role within the NHS will allow me to give my utmost service towards 'excellent care with compassion'. My passion for digital transformation led me to take up a project manager business analysis role with Digital Bananas Technology where I am part of the digital transformation team driving the automation of the company's marketing arm by implementation of Salesforce CRM which has massively reduced cost on customers services and lessened manual interventions and made processes faster. I am constantly engaging with third party partners in relation to API integration and creating a unified system with a view to have a centralised customer data centre where the business is informed by data and eventually able to use digital technology to be a lot more customer centric, optimise revenue and drive down operational cost. It's been a very impactful learning curve and I am ready to seek similar opportunities in the NHS where I can add value to the organisation. I communicate well within my team and I am an active team player whose engagement with stakeholders is second to none. In my role as a specialist Biomedical scientist in LTHTR, I constantly communicate with other clinical professionals in the hospital and beyond towards best outcome for patients and for project delivery in the laboratory. I have managed complex and international projects and delivered successfully.

Furthermore, I have an analytical mind and I pay careful attention to details I am well able to manage project resources and deliver without scope creep and slippage following and updating project plan within a project framework as I have demonstrated in my previous roles. I have used collaborative and project reporting tools like Plan view, Program Project Risk tool (PPRT) and Change Management Toolkit (CMT). I have also used Jira, Confluence, Visio, creating wireframe and process flow diagram . I have been involved in various project management framework including Waterfall, Agile including scrum framework. I have also managed project using PRINCE2 methodology. I am also well able to manage change as I have demonstrated in my past and present employment, All these skills with my extensive range of clinical pathology/ biomedical experience will make me the best suited candidate for this role, I look forward to joining your team as I continue my service in the NHS to be more involved in the wider public health digital solutions.. Thank you.

Find below my Skills and Attributes with professional certifications.

#### Skills and Attributes

Excellent Interpersonal skills for Stakeholder, Client, and People Management; Workshop Facilitations, Programme Management, and Effective Communication for verbal, writing (Project Reporting and Documentation) and presentation purposes.

Strong Organisational Skills for Planning, and work Prioritisation; Self / Time Management

IT Literacy – MS (Word, Excel, Outlook, PowerPoint), Ms Visio, Telepath, MasterLab (LabCentre), Isofit, PGP, Bank Manager, SunQuest, QuadraMed, Clinical Patient Record, (PAS system) , Swisslab, Extended IPU), Electronic Patient Record.

Jira and Confluence, Trello, Smaply

Project management Collaborative tools used- Jira, Confluence, Change Management Toolkit, Plan View, Program Project Risk Tool (PPRT) Projectmanager.com, MS Project

Strong Analytical Skills for manipulating data and compiling MI reports

HCPC registered biomedical scientist; knowledge of epidemiology, haematology, blood transfusion, pharmaceutical and medical microbiology, Clinical research

Qualified trainer.

Knowledge of ICH / GCP regulations.

Business/ enterprise development.

Qualified training certificate

Risk management

Project Management certification

Business analysis foundation certificate

Scrum master project management framework knowledge.

**Preferred employment type** Full time, Flexible hours

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer  
**Email address** alan.noyon@lthtr.nhs.uk  
**Title** Mr  
**Surname/Family name** Alan  
**First name** Noyon  
**Relationship** Manager  
**Employer name** Lancashire Teaching Hospitals NHS Trust  
**Job title** Blood Transfusion Manager  
**Address line 1** Haematology  
**Address line 2**  
**Address line 3**  
**Town/City** Preston  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** PR2 9HT  
**Telephone** 01772522623  
**Fax**  
**Can the referee be approached prior to interview?** No

**Type of reference** Current Employer  
**Email address** keji@Digitalbananas.co.uk  
**Title** Mr  
**Surname/Family name** Giwa  
**First name** Keji  
**Relationship** CEO, Founder  
**Employer name** Digital Bananas Technology  
**Job title** CEO, Digital Bananas Technology Limited  
**Address line 1** Technology Curve Services Offices  
**Address line 2** 133 Creek Road  
**Address line 3** Greenwich  
**Town/City** London  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** SE8 3BN  
**Telephone** 02038903449

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Personal/Character

**Email address** abejeagbo@yahoo.com

**Title** Mrs

**Surname/Family name** Elebuibon-Craig

**First name** Yetunde

**Relationship** Mentor

**Employer name**

**Job title**

**Address line 1** 206 Wheatley Hall Road

**Address line 2**

**Address line 3**

**Town/City** Doncaster

**County/State**

**Country** United Kingdom

**Postcode/Zip code** DN2 4NA

**Telephone** 07411222251

**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**

# Applicant 14782699



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system..** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Certified Scrum Product Owner	Agil8	Pass	2016
Certified ScrumMaster	RADTAC	Pass	2015
Prince 2 Practitioner	Datrix Training	Pass	2007
M.Sc. Business Systems Analysis and Design	City University, London	Pass	1999
B. Sc. Economics	University of Ife	2:2	1985

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Working Level for Business Analysts	DWP Digital Academy	3 days	2017
Linked Data Engineering	HPI - Hasso Plattner Institute	6 weeks	2017
BPMN Meets DMN: Business Process and Decision Modeling Open	HPI - Hasso Plattner Institute	6 weeks	2016
Induction and Basic Training for User Research	Government Digital Service	2 days	2015
Design and improve your digital service	Government Digital Service	1 day	2015
Sprint Business Process Reengineering Methodology	Salford Council	3 days	2007

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**

**If other please provide details below**

**Membership/Registration number**

**Expiry / renewal date**

## Professional Body and Membership 2

**Professional body**

**If other please provide details below**

**Membership/Registration number**

**Expiry / renewal date**

## NHS Service

**Start date of continuous NHS service (if applicable)** June 2015

**Months since most recent employment ended (if applicable)**

## Current/most recent employer (reference always required)

**Employer name** National Institute for Health and Social Care Excellence

**Employer address**

National Institute for Health and Care Excellence Level 1A, City Tower Piccadilly Plaza Manchester M1 4BT

**Type of business** Produces health and social care guidance

**Reporting to (job title)** Business architect

**Telephone** +44 (0)300 323 0140

**Your job title** Business analyst

**Start date** 06/2015

**End date**

**Grade** 7

**Salary** 43041

**Period of notice** 8 weeks

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Projects - I : • Provide business analysis support • Provide business analysis support for software and consultancy procurement • Liaise with and support the service delivery manager in proposing the project scope and prioritisation • Look after the Scrum or Kanban board • Map as is business processes (primarily using BPMN) • Work with stakeholders to log their user stories (needs) using techniques such as story mapping workshops, interviews, observation, user story workshops etc. • Liaise with other team members to ensure that the team has a common understanding of user stories using techniques such as three amigos meetings • Liaise with other team members • Perform quality assurance of developed solutions prior to release • Attend and present at showcases Live services - I : • Analyse change requests and work with stakeholders/users (and other team members) to understand the root problems that change requests are supposed to fix • Provide evidence that is used to decide whether or not a change request is valid (from the service groups perspective) • Provide evidence that is used to prioritise change requests • evidence of the problem and working with them to provide it when necessary. • Perform impact assessments of change requests to understand the implications and cost • Appraise software • Triage bug reports • Liaise with sprint team and wider organisation for the development of user stories for system and business acceptance testing • Liaise with stakeholders to ensure that changes are tested and understood before release • Perform quality assurance on changes and liaise with end users to perform user acceptance testing • Liaise with stakeholders to ensure we are kept abreast of developments in each others domains and I have an early warning of what might be coming my way • Provide input on our our processes and practices might be improved • Participate actively in a programme of continuous development – liaising with the relevant customer insight functions across the organisation, to ensure that feedback and learning is translated into concrete Business Requirements for example the NICE website topic page Business analyst community of practice - I : • Attend presentations, retrospectives and workshops • Propose topics for retrospectives, presentations and workshops • Prepare and deliver presentations to the community of practice • Suggest tools and techniques for adoption (for example using BPMN simulation tools for activity based costing • Involve the wider Digital Services community where it's beneficial Other – I : • Perform any tasks assigned to me by the business architect and/or associate directors either singly or as part of a group such as work on term harmonisation within NICE • Keep abreast of NICE policies and ensure I complete any policy related training and activities e.g. diversity and equal opportunities, health and safety (including fire safety), Information and data handling... • Attend talks/presentations given by the wider NICE community so that I'm aware of developments in NICE and the wider health and social care ecosystem

## Activities prior to above starting with most recent

**Employer name** Agilisys Ltd

**Employer address**

4th Floor Paderborn House Le Mans Crescent Bolton Greater Manchester BL1 1UA United Kingdom

**Type of business** Outsourcer and software supplier

**Reporting to (job title)** Projects manager

**Telephone** +44 (0)845 450 1131

**Your job title** Senior business analyst

**Start date** February 2013

**End date** April 2015

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Redundancy

**Brief description of your duties & responsibilities**

Project management Business analysis: Requirements gathering Business process mapping Business process reengineering Software testing (typically ensuring that user acceptance testing is thorough) Writing requirements for system vendors Writing business cases Producing project documentation Providing system support System/software appraisal System /software recommendation Research

**Employer name** Wigan Council

**Employer address**

Wigan Council Town Hall Library Street Wigan WN1 1YN

**Type of business** Local government

**Reporting to (job title)** Project manager

**Telephone**

**Your job title** Senior transformation analyst

**Start date** July 2003

**End date** February 2013

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

The council outsourced information technology support to Agilisys.

**Brief description of your duties & responsibilities**

Project management Business analysis: Requirements gathering Business process mapping Business process reengineering Software testing (typically ensuring that user acceptance testing is thorough) Writing requirements for system vendors Writing business cases Producing project documentation Providing system support System/software appraisal System /software recommendation Research

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

The gap between my time at Agilisys and NICE was due to unemployment. Prior to 2003 I worked at a variety of analyst programmer roles in the public and private sector.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.



I am applying because:

I believe Health Education England fulfils a crucial role in the continued delivery of UK health and social care services and I would like to make a contribution.

I possess the necessary skills, experience and enthusiasm and welcome the responsibilities and challenges that accompany the post.

At NICE I'm currently active as a business analyst in two projects that feed into the NICE Connect programme (a strategic, multi-year programme to reimagine the nature of NICE guidance, its purpose, the frequency with which it is updated, and how it is developed and delivered):

a data management health check and

a content strategy health check project

I was involved in the procurement process of each project, establishing scope, selection criteria, scoring submissions and onboarding of the consultancies.

I work closely with two firms of external consultants primarily interviewing stakeholders (technical, non-technical, middle management and members of the senior management team), liaising with them to shape their reports/presentation to senior management and providing any other support they need. I also liaise with NICE's information architecture and search team (search analysts, information analysts and data architect).

Along with the contract owner I periodically liaise with the consultancies to ensure that risks and issues are addressed, progress is acceptable, the project scope is understood, deliverables are agreed, and spend is monitored against the budget. The projects have already convinced members of the senior management team of the need for change.

Prior to that I worked as a business analyst on a number of projects at NICE including among others:

Comment collection: Developing a platform to elicit and manage stakeholder guidance development consultation feedback. This has a complex range of stakeholders including the royal colleges, patient groups, charities, academics, clinicians, social care professions, allied health professionals, carers...

META tool: Developed a gap analysis facilitation platform to help developers and marketers of medical technologies bring their products to market as efficiently as possible. It is currently in public beta and is ahead of its licensing projections. This was the first agile project its product owner and users had been involved in and I worked closely with the service delivery manager to convince them of the need for the approach and the need to focus on data-evidenced user needs.

UK PharmaScan update: Updating a secure horizon-scanning platform for pharmaceutical companies, horizon scanning organisations and the NHS.

I also worked on NICE's programme of live service continuous improvement. I was responsible for analysing change requests, determining whether requests were change requests or bugs, performing impact analysis, requirements elicitation, providing evidence for to enable the governance groups to decide whether or not to authorise the work, agreeing the acceptance criteria with the development team and quality assurance. On both development projects and continuous improvement work I worked as a member of multi-functional delivery teams comprising developers, testers, UX analysts, search and information analysts, service delivery managers etc., and liaised closely with the product owners.

I also work alone or in small groups on research work packages, software evaluation/options appraisals etc.

NICE is subject to the GDS spending controls. The above projects were/are subject to the GDS agile service delivery approach using either the Scrum or Kanban methodologies. I actively participate in the Scrum/agile ceremonies/techniques such as daily scrums/stand-ups, retrospectives, showcases and three amigos meetings, and feed back to identify things that worked well and weaknesses to help improve team performance. I have been involved in all product development; discovery, beta (private and open), live through to retirement.

As a business analyst at NICE I am active in the business analysis, and to a lesser extent, search and information analysis communities of practice. I share and demonstrate techniques (e.g. story mapping and BPMN). I peer review my colleagues work as they do mine. I research topics of interest to the group and suggest topics to be addressed. A recent topic was stakeholder analysis. I also help colleagues with any questions or work issues they bring to the group, as they do me. I also deliver presentations on business analysis topics to IT. I also attend the relevant open sessions/workshops on relevant topics delivered in Manchester.

Due to the type of data (personal data, academic-in-confidence data and commercial-in-confidence data) NICE receives and processes, I am familiar with the the Data Protection Act and the GDPR, and NICE and my previous employers are subject to the Freedom of Information Act so I'm aware of the role of the Information Commissioner's Office.

I am able to plan, document and prioritise own workload, in a proactive manner. That was a minimum expectation at my previous employers. When I was managing projects (documented below) I would also do so for the project team.

During my time as a business analyst at Agilisys and Wigan Council I worked on a variety of procurement, business transformation and 'software' projects including (but not limited to):

At Wigan/Agilisys:

Wigan Council and partners' platform transfer and websites relaunch (as project manager and lead analyst): Relaunching Wigan Council and partner agencies (e.g. housing ALMO) on a new platform and positioning the websites to be the council's primary service delivery channel. While with Wigan I was involved in two separate projects (as project manager and business analyst) several years apart. The change included changing the publishing workflow. The number of editors were greatly reduced. I also had to ensure that our partner websites whether they moved with us or not remained interoperable with our site.



Wigan Council and Trafford Council joint CMS procurement: I performed the business analyst role. Working with my colleagues from Trafford and procurement professionals we negotiated a deal for a platform/package that would meet both councils' differing needs.

Wigan Council social care transformation programme: I performed the role of business analyst on a project to re-engineer the Central Duty Team (Social care call centre - ) business processes (as part of a corporate change programme). I modelled the 'as is' and 'to be' business processes using BPMN. Worked with my colleagues to identify the pain points and inefficiencies in the 'as is' process, and calculated what savings or productivity gains could be made by improving the processes.

Along with colleagues I gathered the requirements (from over 160 officers and partners) using a variety of methods including workshops, interviews and observation, and I wrote the Statement of Requirements for a tender document for a system to replace the multiple social care systems used by Wigan Council and its partners. This involved a wide range of stakeholders from the police, local authority and the NHS (GPs, community nurses...)

Social care EDRMS implementation and rollout (as project manager and business analyst): This was needed as the council urgently needed to dispose of properties that were being used for record storage and reduce third party storage and retrieval costs to ameliorate a severe funding crisis. Like with many of my projects I had strict deliverable targets and objectives.

In addition to the management tasks. I modelled the 'as is' processes, analysed the data (document types, volume, throughput, characteristics etc.), worked with the teams to develop improved workflows.

Greater Manchester local authority online recruitment platform: As business analyst - I wrote the requirements specification for a joint, acted as Wigan Council's lead on the project and worked with the third party supplier on the design of the solution.

At Wigan Council/Agilisys I used MS Project as a planning tool for the projects I managed. I have extensive MS Word experience using it for all types of documents such as project plans, project initialisation documents, requirements specifications etc. I also have experience using Excel.

In all the projects where I've played a significant role I have taken on board a significant portion of the stakeholder analysis and management at all levels. This has involved classifying stakeholders using various models (including RACI matrices), developing individual communication approaches, explaining the project, its purpose, eliciting their support, negotiating (e.g. the Wigan and Trafford joint CMS procurement), expression of their concerns, worries and hopes and a significant element of 'selling' the benefits. It also includes managing their expectations. I have done this through various channels tailoring my delivery and content to my audience:

Individual presentations and meetings – For example presenting to the Wigan Council Chief Executive to get her support for a new website platform

Presenting at management meetings at all levels

Workshops

Progress meetings

Showcases

Informal conversations

Reports e.g. business cases

Risk management - While working at Wigan I maintained risk registers, assessed (likelihood and impact) and classified risks for the projects I worked on. At NICE I have adopted a more agile lightweight approach and promoted treating each risk as just another backlog item.

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer  
**Email address** Steven.ashwell@nice.org.uk  
**Title** Mr  
**Surname/Family name** Steven  
**First name** Ashwell  
**Relationship** Line manager  
**Employer name** NICE  
**Job title** Business architect  
**Address line 1** National Institute for Health and Social Care Excellence  
**Address line 2** Level 1A, City Tower  
**Address line 3** Picadilly Plaza  
**Town/City** Manchester  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** M1 4BT  
**Telephone** 0161 219 3758  
**Fax**  
**Can the referee be approached prior to interview?** No

**Type of reference** Previous Employer  
**Email address**  
**Title** Mr  
**Surname/Family name** Harrow  
**First name** Stephen  
**Relationship** Colleague  
**Employer name** Wigan Council  
**Job title** Webmaster  
**Address line 1** Wigan Life Centre  
**Address line 2** The Wiend  
**Address line 3**  
**Town/City** Wigan  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** WN1 1AZ  
**Telephone**

**Fax**

**Can the referee be approached prior to interview? No**

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**

**Yes**



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
MSc. Business System Integration with SAP Technology	Brunel University, London, UK	2.2	2009
Bachelor of Science (BSc.) Computer Science	Babcock University	2.1	2006
Project Management: PRINCE2	London	Pass	2015
ISEB Business Analysis	ISEB, London	Pass	2012
Oracle 9i OCA & 10g OCP	Karrox, NG	Certified Associate	2008

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I do not have the relevant UK professional registration status

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

#### Professional Body and Membership 2

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

### NHS Service

Start date of continuous NHS service (if applicable) March 2019  
Months since most recent employment ended (if applicable)

**Current/most recent employer (reference always required)****Employer name** Brook Street**Employer address**

1st Floor, Broadway House, 9 Bank St, Bradford BD1 1HJ

**Type of business** Recruitment Agency financial and Public sector**Reporting to (job title)** Senior Analytical Officer**Telephone** 01274 331200**Your job title** Analytical Support Officer**Start date** 02/2019**End date** 03/2019**Grade** 5**Salary** 21,180**Period of notice** Available immediately**Reason for leaving (if applicable)**

Temporary Position - 3 months

**Brief description of your duties & responsibilities**

•Provided high quality project, service and administrative support •Undertook reporting and analysis of information to support delivery of NHS Daily 111, Weekly 111 Report and Monthly NHS 111 Report to high stakeholders •I ensured public and patient contact with the office is of the highest professional standards •I partnership with others, and as part of cross directorate teams to deliver successful outcomes •I collected, analysed, queried and distributed Urgent Emergency Care and other data within the team's •Involved relevant internal and external working groups/projects to provide information/analyst advice and support, and to maintain data collection systems for their effective use by the team •Analysed and reported on data and monitored the processing of data information on SDCS and SEFT

**Activities prior to above starting with most recent****Employer name** Virgin Money, Newcastle**Employer address**

Jubilee House, Unit 1A The Gosforth Centre, Newcastle upon Tyne NE3 4PL

**Type of business** Recruitment Agency financial and Public sector**Reporting to (job title)** Programme Manager**Telephone** 020 7043 4629**Your job title** Digital Business Analyst**Start date** January 2018**End date** November 2018**Grade** 6**Salary** 30,000**Period of notice** Project Ended**Reason for leaving (if applicable)**

Project Ended

**Brief description of your duties & responsibilities**

scope of the project initially was to deliver on implementing new policy changes from the FCA and ICO, ensuring the client complies with any regulatory commitments and internal milestones. Seconded onto the implementation of requirements for the new GDPR project, which was executed using Waterfall methodology ?Developed a relationship with the front office candidates and business units ?Identified and engaged key stakeholder and got senior management buy-in for the GDPR business transformation project ?Created high level requirements documents following review of the GDPR articles ?Developed GDPR questionnaires, conducted gap analysis and created executive report ?Performed AS-IS and TO-BE analysis concerning individuals' right requirement for GDPR (Right to access (DSAR), Right , Consent and data Minimisation) ?Stakeholder Management: Provided daily support to key stakeholders by ensuring accurate information is distributed timely to all stakeholders through highlight report creation, emails and uploading of information to SharePoint. ?Conducted DPIA and drafted remedial actions for the high and low risk areas ?Translated findings from gap analysis into different tangible deliverables such as data handling policies ?RAID Management: Created the risk, assumptions, issues and dependencies log, capture risks, assumptions, issues and dependencies on the RAID log, chase action owners for updates, schedule and hold regular risk review sessions, escalate issues and ensure contingencies and corrective actions are in place ?Conducted data mapping of the entire organisation to understand the inflow and outflow of Personal identifiable information (data) and the storage of these data ?Governance: Establish appropriate stakeholder relationships, governance and reporting framework, management of project requirements and plans, and management of 3rd parties as appropriate ?Project Tracking: Responsible for revision and overseeing of work streams as required by the project mandate, managing of project progress, plan and business case review to ensure all projects are carried out according to schedules and chase up on any delay. ?Ownership of creating and managing the GDPR traceability matrix to ensure that the relevant articles are covered and also to give clarity on the impacted product and business processes that need to be changed

**Employer name** Clydesdale &Yorkshire Bank

**Employer address**

6-8 London Rd, Crawley RH10 8JE

**Type of business** Recruitment Agency financial and Public sector  
**Reporting to (job title)** Project Manager  
**Telephone** 020 7043 4629  
**Your job title** Business Change Analyst  
**Start date** November 2014  
**End date** October 2017  
**Grade** 5  
**Salary** 28,000  
**Period of notice** Project Ended

**Reason for leaving (if applicable)**

Project Ended

**Brief description of your duties & responsibilities**

Redress Process Change(Improvement): The project was initiated by a Change Request to automate all redress calculation and payment processes to replace the manual processes. A new payment process was put in place with the aim of eliminating errors and increasing output quality. ?Facilitated workshops and interviews with business stakeholders and users to identify and elicit high level business requirements and gather information ?Investigated and analysed the organization model to understand the people, processes, systems and data in order to develop an improved and efficient operating model ?Evaluated and analysed the current "As Is" business processes and modelled the target "To Be" processes using conceptual modelling techniques ?Elicited and documented functional and non-functional requirements in a structured manner to ensure user and business requirements are clearly defined ?Produced other supporting documentation e.g. Process flow diagrams, Dataflow diagrams and Use Cases ?Maintained requirements catalogue and managed changes to requirements via change requests while also ensuring traceability ?Created traceability matrix to map business requirements to system and technical design documents ?Produced process maps, function models and use case documents to supplement the business requirements ?Responsible for presenting and justifying Change Requests and process-workarounds to the design authority to obtain change agreement and sign-off ?Organized formal review sessions with business users, development team and stakeholders to walkthrough captured requirements to gain concessions from the business ?Followed up on agreed solution and obtain sign-off from stakeholders to proceed to the development stage ?Engaged with solution architects to perform quality assurance and review on the proposed solution to ensure system is fit for purpose and meets C&Y standards ?Provided support in the production of training materials and performed train the trainer role, through presentation and walkthrough sessions ?Led and coordinated UAT efforts amongst business users across dispersed geographical locations. ?Provided input to business and technical cutover plans and activities and supporting post live incident management before transition to business As Usual operations Implemented any improvements to the change process as and when necessary ?Communicated with internal and external stakeholders throughout the full change process

**Employer name** FrontierRehab Ltd, London

**Employer address**

381 Milwards, Harlow, Essex, CM19 4SP

**Type of business**

Information technology consultancy, Management consultancy activities other than financial management, Specialists medical practice activities

**Reporting to (job title)** Senior Business Analyst  
**Telephone** 08432896687  
**Your job title** Business Analyst/PMO  
**Start date** August 2012  
**End date** June 2014  
**Grade** 5  
**Salary** 26,000  
**Period of notice** Project Ended

**Reason for leaving (if applicable)**

Project Ended

**Brief description of your duties & responsibilities**

Project Synopsis - Mobile Application Development (online booking system). Proficiently responsible for providing program support to internal projects through the production and maintenance of effective administrative solutions. Supported general Project Administration, carried out ad hoc duties, facilitated financial month end activities to include forecasts, actual, variances and accruals. Assisted in procurement activities, PO tracking, invoicing as required, maintained project level progress against plans on a weekly basis and organised Project Planning workshops. Helped the Project Manager in development and maintenance of Project Documentation, retained the project RAID log and chased owners for mitigating actions while also preparing meetings and generally acted as the secretary at meetings. ?Facilitated the capturing of risks and issues as well as recording and tracking progress on them. ?Capably helped change control activities internal & between the company third party vendors. ?Aided in the production of project plans and provided support to plan owners on MS Project

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

## Supporting Information

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

### Supporting information

I am an experience and highly motivated ISEB certified Business Analyst who has worked on a range of projects within both the Public, Private and Financial sectors. I am highly skillful in conducting requirement analysis and producing specification documents using different methodologies i.e. Use Cases, User Stories and SSADM. I am also proficient at applying core analysis skills in gathering, articulating and documenting requirements. I have a strong track record of acting as a bridge between technical and business stakeholders to deliver change. My relationship management is a key skill having worked in a number of organisations/ teams all with diverse and often conflicting requirement. I am a good team player with excellent communication and organisational skills.

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address** becca.smith@brookstreet.co.uk

**Title** Ms

**Surname/Family name** Rebecca

**First name** Smith

**Relationship** Employer

**Employer name** Brook Street (UK) Limited

**Job title** Analytical Support Officer

**Address line 1** 1st Floor

**Address line 2** Broadway House,

**Address line 3** 9 Bank St,

**Town/City** Bradford

**County/State**

**Country** United Kingdom

**Postcode/Zip code** BD1 1HJ

**Telephone** 01274 331200

**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Previous Employer

**Email address** Nigel@thegraduateproject.co.uk

**Title** Mr  
**Surname/Family name** Nigel  
**First name** Aseobonteng  
**Relationship** Employer  
**Employer name** The graduate project  
**Job title** Digital Business Analyst  
**Address line 1** 65 Whitechapel Road,,  
**Address line 2** 3.14 Technology Centre,  
**Address line 3** Aldgate Office,  
**Town/City** London  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** E1 1DU  
**Telephone**  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Previous Employer  
**Email address** Nigel@thegraduateproject.co.uk  
**Title** Mr  
**Surname/Family name** Nigel  
**First name** Aseobonteng  
**Relationship** Employer  
**Employer name** The graduate project  
**Job title** Business Change Analyst  
**Address line 1** 65 Whitechapel Road  
**Address line 2** 3.14 Technology Centre,  
**Address line 3** Aldgate Office  
**Town/City**  
**County/State**  
**Country** United Kingdom  
**Postcode/Zip code** E1 1DU  
**Telephone**  
**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Previous Employer  
**Email address** info@frontierrehab.com  
**Title** Mr  
**Surname/Family name** Otigbo  
**First name** Ohifeme  
**Relationship** Employer  
**Employer name** FRONTIER REHAB  
**Job title** Business Analyst/PMO  
**Address line 1** 381 Milwards  
**Address line 2**  
**Address line 3**  
**Town/City** Harlow  
**County/State** Essex  
**Country** United Kingdom  
**Postcode/Zip code** CM19 4SP  
**Telephone** 08432896687  
**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes







## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
BSc.Agricultural economics	University of Ibadan,Nigeria	Second class lower	1994
MSc Agricultural economics	University of Ibadan	M.phil	2000

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
NVQ 3 in Adult health and social care	Skills for work (Adult skills service)	2 years	2013
NCFE level 2 certificate in Team leading knowledge	Learning curve	6 months	2012
Bupa level 2 certificate in medication management	Bupa	6 months	2012
Quest documentation,dealing with accidents,incidents and complaints	Bupa	2 months	2011

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

**NHS Service****Start date of continuous NHS service (if applicable)****Months since most recent employment ended (if applicable)** 15**Current/most recent employer (reference always required)****Employer name** Knowles court residential and nursing home,Bupa**Employer address**

2 Bridgeway, knowles lane Bradford BD4 9SN

**Type of business** Care homes**Reporting to (job title)** Unit manager**Telephone** 01274681090**Your job title** Senior care assistant**Start date** 07/2009**End date** 04/2015**Grade****Salary****Period of notice****Reason for leaving (if applicable)**

I was stopped because my resident permit was delayed by the home office

**Brief description of your duties & responsibilities**

I worked in a dementia unit of a care home where we were looking after an average of 25 service users. I worked as a team leader with two care assistants at night. Some of my duties and responsibilities are listed below; Giving medications to residents and documenting appropriately Requesting for prescriptions and collecting such medications Assisting with personal hygiene needs Assisting with eating and drinking Assisting with mobility and toileting Assessment of residents and writing care plans to meet their needs Keeping residents and the environment safe Ensuring that while residents are exercising their rights they are not infringing on other people's rights Checking the weight of residents and working out their BMI so as to monitor their nutritional intake Updating and regular review of care plans Filling accident/incident forms Observations of residents and raising concerns with the manager and medical professionals when required Calling ambulance when required and sending residents to the hospital Arrangements of hospital appointments Regular communications with families, friends and medical professionals Making families and friends feel welcome when they come around Writing daily reports and giving such reports at handovers Reassuring residents when they are agitated Ensuring that care plans are implemented correctly I supervise other staffs and evaluate them when required I ensure that the unit was kept clean, appealing and conducive for residents

**Activities prior to above starting with most recent****Employer name** Glory centre**Employer address**

50 Nelson street Bradford BD5 0DD

**Type of business** Charity**Reporting to (job title)** Administrator**Telephone** 01274032678**Your job title** Team lead**Start date** November 2009**End date****Grade** Volunteering**Salary****Period of notice****Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

Gathering needs/requirements through team meetings, one to one talk, and speaking with Subject Matter Experts Ensuring the quality of stakeholders' needs/ requirements through the use of SMART Delivering training and skill development for workers Facilitating workshops and brainstorming sessions for the growth of the organisation Working with stakeholders to produce fact based reports to minimise costs, wastes and maximise outputs despite constraints Working with stakeholders to develop a sustainable process framework for training Experienced in eliciting, analysing, documenting, validating as well as managing requirements through to successful delivery using various tools and techniques Carried out proper requirement documentation and management as well as translating requirements into technical specification for delivery Ensured proper communication with business stakeholders is done as well as effective stakeholder management Created Process models, Communication Plan, RAIDDA log, and Functional and Non-Functional requirement documents Carried out process simplification and improvement activities using SWOT and GAP analysis to ensure issues are stripped off AS-IS processes and more efficient TO-BE processes are established

**Employer name** Ashcroft Anchor

**Employer address**

Kelvin way Bradford BD2 3EF

**Type of business** Social care

**Reporting to (job title)** Manager

**Telephone** 01274634233

**Your job title** Team lead

**Start date** August 2016

**End date**

**Grade**

**Salary** 18500

**Period of notice**

**Reason for leaving (if applicable)****Brief description of your duties & responsibilities**

Manage a team of workers who report their concern to me while I liaise with the top manager Customers' engagement which involve records, progress and concerns/needs management. Engage with stakeholders to provide solutions to customers' needs Carrying out monthly evaluation and reviews of customers' performance Management of customers' data in accordance with data protection laws and company policies. Managing team opportunities for training, quality assurance and performance improvement activities Delivering efficient and cost-effective change that will improve processes, operating practices and systems Ensuring smooth implementation and improvement of policies, processes, and procedures Working with stakeholders to ensure change processes and procedures are incorporated into their plans for new solutions and services at early stage of projects Driving continual improvement of change Handling situations of conflict between different stakeholders Identifying and escalating issues and risks within organisation structure

**Employment Gaps**

If you have any gaps within your employment history, please state the reasons for the gaps below.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

I am a team lead with over 8 years experience in process and business analysis, reengineering and improvement in various organisations. I have supported organisations through the required changes to achieve maximum business values. I have excellent analytical, leadership stakeholder's management skills which I have often used in leading and managing work streams, multi-disciplined teams and suppliers. I am level headed and do remain calm and effective in extremely difficult and stressful situations. I am seeking to fill a Business Analyst position where I will put to greater use forward thinking and strategic business process modelling skills. A confident communicator who works effectively on own initiative or as part of a team, contributing to organisation goals and objectives

**SKILLS**

Process Analysis  
Efficient and reliable team player  
Workshop Facilitation  
Project Management  
Change management  
Effective time management g

User Requirements Specification  
Business Process Re-engineering  
Stakeholders Management  
Risk Management  
Process Improvement  
Strong oral and written communication skills

**TECHNICAL SKILLS**

S.W.O.T and GAP Analysis activities  
Microsoft Visio  
Microsoft Project  
Requirement Elicitation and Gathering techniques  
AS – IS and TO – BE process/Business Analysis modelling  
Knowledge of Agile and Waterfall principles  
Microsoft Office: Word, Excel, PowerPoint, Outlook

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address** Emma.Ciccone@anchor.org.uk

**Title** Ms

**Surname/Family name** Emma

**First name** Ciccone

**Relationship** manager

**Employer name** Ashcroft Anchor

**Job title** manager

**Address line 1** Kelvin way

**Address line 2**

**Address line 3**

**Town/City** Bradford

**County/State** West Yorkshire

**Country** United Kingdom

**Postcode/Zip code** BD2 3EF

**Telephone** 01274634233

**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Personal/Character

**Email address** darashofoluwe@yahoo.com

**Title** Mr

**Surname/Family name** Shofoluwe

**First name** Isaac

**Relationship** Pastor

**Employer name**

**Job title**

**Address line 1** 50 Nelson street

**Address line 2**

**Address line 3**

**Town/City** Bradford

**County/State** West Yorkshire

**Country** United Kingdom

**Postcode/Zip code** BD5 0DD

**Telephone** 01274608656

**Fax** 01274607671

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**





## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
PRINCE2 Practitioner QVC internal		1 week	2011
PRINCE2 Foundation QVC internal		1 week	2011

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** UK professional registration required but not yet applied for

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

#### Professional Body and Membership 2

**Professional body**  
**If other please provide details below**  
**Membership/Registration number**  
**Expiry / renewal date**

### NHS Service

**Start date of continuous NHS service (if applicable)**  
**Months since most recent employment ended (if applicable)**

### Current/most recent employer (reference always required)

**Employer name** Spirit Data Capture  
**Employer address**  
Evan House Sutton Quays Business Park Clifton Rd Runcorn WA7 3EH  
**Type of business** Software Development



**Reporting to (job title)** Software Manager

**Telephone**

**Your job title** Lead Business Analyst

**Start date** 11/2017

**End date**

**Grade**

**Salary** 45,000

**Period of notice** 1 month

**Reason for leaving (if applicable)**

N/A

**Brief description of your duties & responsibilities**

My role at Spirit is to product own the companies newest electronic proof of delivery solution (ePOD). This has been a challenging role, as I have performed the analysis on clients current solutions, devising the "retirement" road maps and then enhancing the ePOD solution to replace it. Provided the designs to enable ePOD to accept web service calls, in preference to flat CSV style files I have been instrumental in ensuring the UI is fit for purpose given the user base of the mobile version of ePOD. I provided wireframe designs and clickable Balsamiq models which fed into the final layout and design of the UI. I also manage 2 other business analysts, one who is senior and the other being a graduate. I put together development plans to enable them to develop to their own unique skills.

**Activities prior to above starting with most recent**

**Employer name** MSoft

**Employer address**

Gateway House Old Hall Road Bromborough Merseyside CH62 3NX

**Type of business** Medical Software

**Reporting to (job title)** Director

**Telephone**

**Your job title** Business Analyst

**Start date** April 2015

**End date** November 2017

**Grade**

**Salary** 40,000

**Period of notice**

**Reason for leaving (if applicable)**

Outsourcing of development work to Poland.

**Brief description of your duties & responsibilities**

I was working on a number of product re-developments with a third-party software development team. Many of the organisations applications are now in need of modernisation, both technically and from a UI perspective. I have created a number of functional specifications and UML models (within Enterprise Architect) to enable the third party to quote, develop and deliver the applications. This has involved BA and PM skills in order to track development, arrange 'show and tells' and then to integrate the releases into the internal release schedule. My role at MSoft was initially to implement an Agile development methodology into the development team. Development was operating in a very reactive way and structure and control was required. I broke down the JIRA tickets into product silos and created user stories. Following this I then created the backlogs and set the sprints running with the lead developer. I also provided some training and education to the business areas who would interact with the development sprints. I also provided support, coaching and education to the internal developers for Agile and moving to the methodology as well as training the off-shore team Business analysts in UML.

**Employer name** Co-operative Banking Group

**Employer address**

1 Balloon Street Manchester M60 4EP

**Type of business** Financial Services

**Reporting to (job title)** Business Analyst Team Leader

**Telephone**

**Your job title** Lead Business Analyst

**Start date** August 2014

**End date** April 2015

**Grade**

**Salary** 38,000

**Period of notice**

**Reason for leaving (if applicable)**

Redundancy

**Brief description of your duties & responsibilities**

was working on a programme of change to deliver digital services into the Bank branches. The main driver being to move customers away from the counter and onto digital channels. This has involved W-Fi hotspot installation, digital device selection & installation and procuring intelligent ATM's. The analysis for these initiatives has been to model how the services would change the customer flow through a branch and how FTE is best deployed. I had responsibility for a number of Business Analysts on the team. Most of this was to fulfil the company plan of all BA's completing the ISEB training. I arranged workshops and pre and post formal training coaching sessions.

**Employer name** NICE

**Employer address**

National Institute for Health and Care Excellence Level 1A, City Tower Piccadilly Plaza Manchester M1 4BT

**Type of business** Medical

**Reporting to (job title)** Lead Business Analyst

**Telephone**

**Your job title** Business Analyst

**Start date** June 2013

**End date** June 2014

**Grade**

**Salary** 38,000

**Period of notice**

**Reason for leaving (if applicable)**

Personal reasons - at the time I was in the middle of a divorce and needed to take some personal time.

**Brief description of your duties & responsibilities**

NICE were in the process of migrating their website from a third party Content Management System to a bespoke platform. I have been involved in the analysis and design of the 'get involved' component of the site. In order to achieve this I have written user stories and acceptance criteria to assist the development and testing. Due to the tight time constraints, I have been involved in testing and QA of the delivered product. Provided analysis and design to unify the NICE contact architecture. NICE currently have multiple contact systems, which has meant a contact cannot be effectively tracked through their journey with NICE. From my analysis I provided a set of requirements and user stories to give quick wins and a long term goal. Created test cases derived from the acceptance criteria of user stories and input into the NICE agile software.

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

06/2014 - 08/2014 Required 'time out' from work following a divorce.

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

**Supporting information**

During my past 3 roles I have been active in implementing an agile methodology to the team. I feel I can offer this experience in making sure that a team can be using it in the most effective way, as it is never a out of the box implementation.

In collecting requirements, right through to implementation, my focus is always on my stakeholders / customers. As a BA I actively attempt to be "on their side" to build a trusting relationship. I feel this enables information to flow faster and with more accuracy. For example, during requirements capture I would ensure that I am getting the real story as opposed to the what is expected story by building relationships with the users.

I come from a development background, this puts me in a good position with the development teams as I can understand and help during technical design stages, avoiding some ambiguity in what the functional requirements mean technically.

In terms of working with people I take an approach that everyone is equal and deserves equal respect. In a collaborative environment I always aim to provide help and any solution I design will be a collaborative effort from all of the disciplines.

**Preferred employment type** Full time

**Further questions**

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Previous Employer

**Email address** alan.williams@mdinsurance.co.uk

**Title** Mr

**Surname/Family name** Williams

**First name** Alan

**Relationship** Previous Manager

**Employer name** MDIS

**Job title** Software Development Manager

**Address line 1** MDIS

**Address line 2** 2 Shore Lines

**Address line 3** Sore Road

**Town/City** Birkenhead

**County/State**

**Country** United Kingdom

**Postcode/Zip code** CH41 1AU

**Telephone** 01516504300

**Fax**

**Can the referee be approached prior to interview?** Yes

**Type of reference** Personal/Character

**Email address** Mark.pwrm@gmail.com

**Title** Mr

**Surname/Family name** Willison

**First name** Mark

**Relationship** Professional Friend

**Employer name**

**Job title**

**Address line 1** Apartment 116

**Address line 2** 30 Bixteth Street

**Address line 3**

**Town/City** Liverpool

**County/State**

**Country** United Kingdom

**Postcode/Zip code** L3 9BB

**Telephone** 07821876231†

**Fax**

**Can the referee be approached prior to interview?** Yes

If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?  
Yes



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
-----------------------	----------------	--------------	---------------

BSc Information Systems and Technology	USIU Africa, Kenya	3.1 GPA	2010
--	--------------------	---------	------

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
--------------	-------------------	----------	----------------

ITIL V3 Foundation	Computer Pride Limited	5 Days	2013
--------------------	------------------------	--------	------

PRINCE2 Foundation	New Horizons Computer Learning Centre	5 Days	2017
--------------------	---------------------------------------	--------	------

PRINCE2 Practitioner	New Horizons Computer Learning Centre	5 Days	2017
----------------------	---------------------------------------	--------	------

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** I am a student

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

Professional body
If other please provide details below
Membership/Registration number
Expiry / renewal date

#### Professional Body and Membership 2

Professional body
If other please provide details below
Membership/Registration number
Expiry / renewal date

### NHS Service

**Start date of continuous NHS service (if applicable)**

**Months since most recent employment ended (if applicable)** 7

**Current/most recent employer (reference always required)****Employer name** BSK Global Technologies**Employer address**

Trance Towers off Mombasa Road, Nairobi, Kenya

**Type of business** Technology: Big Data, ERP, Credit Scoring and Business Analysis**Reporting to (job title)** Jane Mburu - Project Manager**Telephone** +254722830868**Your job title** Business Analyst**Start date** 02/2018**End date** 08/2018**Grade****Salary****Period of notice****Reason for leaving (if applicable)**

I was starting my masters in September, and was leaving home for Nottingham.

**Brief description of your duties & responsibilities**

My key responsibility was to analyse internal and client organizational processes locate any business issues or inefficiencies, provide recommendations principally through recommending user requirements for technological solutions in detailed reports and manage other technological projects. Achievements: •Business Analyst in the team that successfully managed business process analysis and documentation project for the Kenyatta National Hospital •Generated, documented and implemented processes for internal procedures •Project Manager of 3 key microfinance projects with Financial and Telco Partners

**Activities prior to above starting with most recent****Employer name** access mobile inc**Employer address****Type of business**

access.mobile is an international digital health company focused on mobile patient engagement for diverse markets.

**Reporting to (job title)** Cecilia Mwangi**Telephone** +254721829998**Your job title** Business Insights Analyst**Start date** January 2016**End date** September 2017**Grade****Salary****Period of notice** 1 month**Reason for leaving (if applicable)**

As a start up, the company was re-structuring and I was one of the people who were let go.

**Brief description of your duties & responsibilities**

access.mobile is an international digital health company focused on mobile patient engagement for diverse markets. We use mobile and cloud based, HIPAA compliant technology to connect with patients and drive healthy behavior. Our intuitive technology along with our advanced analytics and multicultural health expertise create a unique solution for meaningful engagement. Account Management, onboarding new users, managing training and all relevant pre-sale activities Documented training materials and user feedback on products for customer satisfaction Analyzed use of product features and supported the product manager to identify essential changes and enhancements Tested and validated new product enhancements Provided support to users using Zendesk and generated periodical usage reports Achievements: •Gathered report requirements to set up in-house reports by leveraging MS PowerBI •Established channels and processes for periodic reporting •Prepared and implemented 3 major Surveys to measure patient engagement satisfaction •Organized focus group discussions to validate market readiness and expectations for a patient consumer platform •Trained 20+ middle income health facilities •Supported Gertrude's Children Hospital in piloting amHealth in three of their branches •Technical Lead in roll out and go live of amHealth in the Karen Hospital outreach branches

**Employer name** Iridium Interactive LTD**Employer address****Type of business**

We offer a wide range of Digital solutions across Healthcare, Higher education, Non-Profit, Telco and Government sectors.

**Reporting to (job title)** Project Manager - Joan Mbugua**Telephone** +254722478251**Your job title** Technical Projects Coordinator**Start date** January 2015**End date** December 2015

**Grade**  
**Salary**  
**Period of notice**

**Reason for leaving (if applicable)**

I got a better opportunity.

**Brief description of your duties & responsibilities**

Liaised with off shore team members for throughout the system development lifecycle Supported clients with requirements definition, business cases, processes analysis Coordinated capacity building and documentation of user manuals Presented reports defining plans, problems, and resolutions to appropriate stakeholders Tracked, monitored and reported on progress of projects Achievements: •Member of the go-live committee of the national mobile HIV Case Reporting System •Project Coordinator of a mobile application used by the Kenyan Ministry of Health •Project Manager of a project with WSTF/GIZ, trained 30+ users and rolled out an android application in 4 major water and sanitation companies

**Employer name** Aga Khan Hospital Kisumu

**Employer address**

**Type of business** Private Healthcare Provider

**Reporting to (job title)** Simon Kimani

**Telephone** +254718675998

**Your job title** Systems Support Analyst & Trainer

**Start date** August 2013

**End date** December 2014

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

o Managed administration, coordination and implementation of IT Projects o Administrated the hospital's main health management information system o Supervised integration, testing, deployment and system/user documentation o Revised system solutions to improve business process efficiency and productivity o Conducted process analysis, mapping and re-engineering Facilitated training, change management and UAT Liaised with third party service providers regarding requirements, changes, fixes and improvement Achievements: •Technical member of Care 2000 Implementation Steering Committee •Trained 300+ staffs on CARE 2000 use and went live with systems in 8 outreach clinics •Successfully managed, implemented and supported the AKH Transport System, Cleardent™ dental system and GLPI Helpdesk Projects •Streamlined the processes in the Outpatient, InPatient Admission and Discharge departments for efficiency and time control

**Employer name** Aga Khan Hospital Nairobi

**Employer address**

**Type of business**

**Reporting to (job title)** Business Process Manager

**Telephone**

**Your job title** Assistant Business Analyst

**Start date** November 2012

**End date** July 2013

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

Carrying out in-depth analysis, evaluation and verification of the capabilities of systems. Liaising between the end-users and software developers, ensuring that product information is properly disseminated. Co-steered the deployment of phase two modules and co-managed with the hospitality department after analyzing on-ground processes and mapping them to the system's Scheduled and facilitated user training programs while consistently managing UAT testing and user support services Planned phase roll outs for demos, trainings and support programs

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

There is a gap after I was let go from access.mobile in September 2017, up until I got an opportunity with BSK Global Technologies

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

### Supporting information

It is with pleasure that I am applying for the position of Agile Business Analyst at the Health Education England. I am currently pursuing a taught MSc in Human Computer Interaction at the University of Nottingham, will be done in September and graduate in December, 2019.

I am very passionate about the use and implementation of technology in healthcare. I have been in both worlds, working with major healthcare providers and then later working as part of the technology partners/providers in Kenya. I enjoy studying how users, both healthcare providers and patients, interact with systems, technology in general and finding ways to improve their overall experience which is also the reason I decided to pursue human computer interaction.

My overall experience has been extensive and equipped me with skills which have enabled me to support organizations achieve their desired objectives by ensuring that they gain value from my assigned positions. Over the years, I have worked with people from all walks of life from the C-suite to the support teams. I have analysed business processes, proposed technological solutions, managed systems and IT projects, supported all stakeholders while improving overall processes and reporting requirements.

Most of my work has involved stakeholder management, internal and external collaboration, problem solving and making sure that project objectives are met by being a firm, trusted bridge between all the interconnected units. I have learned very many lessons in the past 8 years, from experience managing technology, people and most importantly implementing systems and essentially getting work done.

As a person, I can confidently describe myself as a leader, excellent communicator, verbal and written, performance driven, dependable and committed to excellence in my work. I seek to do better and grow with the challenges that I face along the way. I thrive in various environments, work well in a team or individually and embrace change well. I am also normally a quick learner who is able to quickly grasp and implement new concepts.

I saw the advertisement and requirements of this position, thought it would be a perfect fit and decided to apply. I am currently in awe at the seamless way in which the NHS universal healthcare is run in the UK, by leveraging technology and so much more, and it would be exciting and a great opportunity to be associated with a team that is part of this excellence. Also, the values of HEE are in line with my own as I am committed to working in organizations that are out to improve the quality of life by ensuring that their solutions improve healthcare experiences, support and eventually outcomes.

**Preferred employment type** Full time

### Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

### Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Professional

**Email address** njerimburu99@gmail.com

**Title** Mrs

**Surname/Family name** Mburu

**First name** Jane

**Relationship** Former Manager

**Employer name**

**Job title**

**Address line 1** P. O. Box: 2804

**Address line 2**

**Address line 3**

**Town/City** Nairobi

**County/State** Nairobi Area

**Country** Kenya

**Postcode/Zip code** 00100

**Telephone** +254722830868

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Professional

**Email address** kamautn@gmail.com

**Title** Ms

**Surname/Family name** Tabitha

**First name** Kamau

**Relationship** Colleague

**Employer name**

**Job title**

**Address line 1** P O Box

**Address line 2**

**Address line 3**

**Town/City** Nairobi

**County/State**

**Country** Kenya

**Postcode/Zip code** 00100

**Telephone** +254723391661

**Fax**

**Can the referee be approached prior to interview?** No

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**

Yes







## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Certified SCRUM Master	QA	Pass	2018
Agile Project Management Practitioner	QA	Pass	2018
BCS Certificate in Business Analysis Practice	QA	Pass	2018
BCS Certificate in Requirements Engineering,	QA	Pass	2018
BCS Foundation in Project Management	QA	Pass	2018
BCS certificate in Modelling Business Processes	QA	Pass	2018
ISTQB Foundation Certificate in Software Testing	QA	Pass	2018
Prince2	Online	Pass	2015
ITIL V3	Learning Tree	Pass	2009
BSc Ecommerce Systems	Manchester Metropolitan University	1st Class	2005

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

#### Course title Training provider Duration Year completed

Agile Foundations DWP Digital Hub	10 days	2016
-----------------------------------	---------	------

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** Not required for this post

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

**Professional body**

**If other please provide details below**

**Membership/Registration number**

**Expiry / renewal date**

## Professional Body and Membership 2

**Professional body**

**If other please provide details below**

**Membership/Registration number**

**Expiry / renewal date**

## NHS Service

**Start date of continuous NHS service (if applicable)**

**Months since most recent employment ended (if applicable)**

## Current/most recent employer (reference always required)

**Employer name** HMRC

**Employer address**

Trinity Bridge House 2 Dearmans Place, Salford M3 5BS

**Type of business** Public Sector

**Reporting to (job title)** Head of Project Delivery

**Telephone**

**Your job title** Agile BA/SCRUM Master

**Start date** 02/2017

**End date**

**Grade**

**Salary**

**Period of notice** 1 month

**Reason for leaving (if applicable)**

**Brief description of your duties & responsibilities**

? Working across multiple scrum teams (Data & Risk) for the EU Exit Programme ? Working with Senior Leadership Team to develop an in-house capability ? Supplier Engagement, Value and Resource Management ? Requirements Engineering ? Stakeholder Management & Product Owner Engagement ? Agile Ceremonies ? DevOps collaboration and utilisation ? User Acceptance Testing ? Backlog Refinement ? Capturing Features, Epics and User Stories ? Supporting Wire framing, UX design to develop user needs into working solutions. ? Working in '3 Amigo' styles sessions to clarify business and technical needs.

## Activities prior to above starting with most recent

**Employer name** DWP

**Employer address**

Wellesley House Stockport SK4 1EZ

**Type of business** Public Sector

**Reporting to (job title)** Head Of Delivery

**Telephone**

**Your job title** Delivery Manager

**Start date** October 2016

**End date** February 2017

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Moved onto another civil service department due to budget cuts across the department.

**Brief description of your duties & responsibilities**

Working in an Agile (SCRUM/ KANBAN) environment with Sprint Planning, Product Reviews & Retrospectives. ? Securing 3rd Party vendor resources for application development ? Resource planning and budgeting for the delivery team ? Contractual negotiations for the service with the 3rd party vendor ? Conducting service integration and developing the service support model for the new service.

**Employer name** Vodafone

**Employer address**

Atlas Business Park Simonsway M22 5RR

**Type of business** Telecommunications

**Reporting to (job title)** Senior Management Board

**Telephone**

**Your job title** Organisation Change Manager

**Start date** April 2015

**End date** October 2016

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

New role

**Brief description of your duties & responsibilities**

?Initiation and development of new function complete with operating model and structured training ? Supporting the redesign of Engineer Training by focusing on 'First Contact Fix', re-tooling and assessment based development. ? Management of a team of 12 Jeopardy & Escalation Managers; delivering a 24/7 'common front-door' escalation service across the portfolio of fixed line services ? Working with resolving agencies; field engineers, technicians, both internal (India/Newbury) and external (BT Openreach/BT Wholesale/Virgin Media). ? Proactive management of service improvement plans with representation at Service Review and Carrier Performance meetings.

**Employer name** HP

**Employer address**

2 Kelvin Close Warrington WA3 7PB

**Type of business** Information Technology

**Reporting to (job title)** Head of Service Delivery

**Telephone**

**Your job title** Applications & Maintenance Team Manager

**Start date** August 2010

**End date** June 2014

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Voluntary redundancy due to permanent migration of the Workforce to the North East with site closures.

**Brief description of your duties & responsibilities**

Team Manager for the Citizen Self Service application suite; including the Notification Generation System aspects of Universal Credit (UC) and Personal Independence Payments (PIP) and also State Pension Online and Job Seekers allowance Online. ? Team management of 6 FTE's (absences, shifts, rotas, resource allocation, team meetings, goals & objectives) with matrix management of 8 FTE's across various UK sites. ? Owning the Change Process and attending CAB review meetings with multiple suppliers. ? Processes automation and streamlining; working towards ensuring SLA's and KPI's were met. ? Application Development (Agile/SCRUM Environment): Re-facing COBOL Legacy benefit applications with Windows style interfaces through the use of bespoke Legasuite scripting technologies. ? Managing 2nd and 3rd line staff on incident management, problem investigation, service transition and timely change & release of 24/7 live applications; with on-call support, major incident management, field acceptance testing and out-of-hours implementations.

**Employer name** Project Manager

**Employer address**

Wavendon Tower Wavendon Milton Keynes MK17 8WF

**Type of business** Information Technology

**Reporting to (job title)** Programme Manager

**Telephone**

**Your job title** Project Manager

**Start date** May 2008

**End date** August 2010

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

Company merger with HP

**Brief description of your duties & responsibilities**

? Managing Projects to time, cost and quality with financial forecasting, management of RAID logs and tracking progress of transitioning work streams. Delivering and supporting the Customer Transitions Enquiry (CTE) service; a subset of Employment Support Allowance (ESA). ? CTE revolutionised the way DWP back office staff dealt with benefit enquiries by removing the need for extensive benefit knowledge and offering better UX design and usability. ? Developing project plans, dependencies and schedules as part of new releases and project deliverables.

**Employer name** Harvest Group

**Employer address**

Apex House 266 Moseley Road, Levenshulme, M19 2LH

**Type of business** Housing

**Reporting to (job title)** Software Development Team Manager

**Telephone**

**Your job title** Business Analyst

**Start date** September 2005

**End date** April 2008

**Grade**

**Salary**

**Period of notice**

**Reason for leaving (if applicable)**

New role

**Brief description of your duties & responsibilities**

?Outlining AS-IS & To-Be functionality for business and software systems in order to help translate company needs into IT solutions. ? Supporting the tracking and assessment of risks, issues and concerns for existing software releases and the delivery of new projects. ? Analysing, documenting and preparing requirements specifications ? Requirements elicitation (through user research & interviewing) and process mapping with a view to improve overall productivity and usability. ? Drafting UML designs for the purpose of system specifications and development guidance. ? Impact analysis, story mapping and stakeholder workshop initiation.

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

Short career break after leaving HP in June 2014

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

### QUALIFICATIONS

In terms of essential & desirable qualification criteria I have a Degree in Computer Science (specialising in Ecommerce systems) and also possess ITIL V3 certification, Project Management certification and an array of Business analysis qualifications. I'm a certified SCRUM Master and have experience in project delivery and managing a SCRUM Team promoting agile practices and techniques.

**KNOWLEDGE AND SKILLS** I have worked in Applications development and Service support and therefore have a good appreciation of working with Analysts, architects, developers, testers, delivery managers and product owners. I have also conducted UAT, developed user guidance and delivered systems training. I have also supported OAT on software and systems. I am able to write user stories looking at user needs and intended outcomes with acceptance criteria in a behavior driven development approach..

I have an appreciation of Themes, Epics, User Stories and Tasks to help break down large requirements into smaller pieces of work to be delivered by development teams. I have used visual process design tools such as Visio to highlight business processes and aid understanding. Having worked in the public sector, I have a good appreciation of the 18 digital service standards (as highlighted by GDS) alongside an appreciation of their guidance on .GOV.UK design standards for user interface and accessibility. **EXPERIENCE**

Beyond what is already listed in my application I have worked as a Business Analyst and Delivery Manager so I have a keen appreciation of working in a SCRUM/KANBAN based development environment, utilising agile principles to deliver digital services. As part of this therefore, activities such as backlog grooming, estimating, working with Product owners and developers are known and understood. I have worked on government based digital projects too. I possess strengths in project management, development environments and service management so I am well versed in pre-production and production based activities. I have also overseen 3-amigo sessions so have an appreciation of the dynamics between the developers, Quality Assurance and Business Analyst roles in this type of workshop.

I have worked on projects at a granular level as well as with senior stakeholders to identify and delivery organisational change. I am comfortable engaging groups of differing abilities and consider myself a well rounded mentor where such opportunities arise.

### OTHER

Finally; I am a strong team player, who develops an inclusive environment where people feel empowered and willing to share and develop ideas. I appreciate technical and non-technical perspectives and therefore can act as a conduit between a variety of stakeholders; both local and geographically dispersed. I am a good communicator, able to articulate ideas verbally as well as diagrammatically and excel in facilitating group based workshops. I am keen to develop my skills further and relish the opportunity to work as a BA in a health care setting, in order to add value to HEE and its stakeholders (internal and external).

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address**

**Title** Mrs

**Surname/Family name** Karin

**First name** Brinton

**Relationship** Manager

**Employer name** HMRC

**Job title** Head of Operational Delivery

**Address line 1** Trinity Bridge House

**Address line 2**

**Address line 3**

**Town/City**

**County/State**

**Country** United Kingdom

**Postcode/Zip code** M3 5BS

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

---

**Type of reference** Previous Employer

**Email address**

**Title** Mr

**Surname/Family name** Nelson

**First name** Bryan

**Relationship** Manager

**Employer name** DWP

**Job title** Delivery Lead

**Address line 1** 301 Bridgewater Place

**Address line 2**

**Address line 3**

**Town/City**

**County/State**

**Country** United Kingdom

**Postcode/Zip code** WA3 6XF

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

---

**Type of reference** Previous Employer

**Email address**

**Title** Mr

**Surname/Family name** Duggan

**First name** Phil

**Relationship** Manager

**Employer name** Vodafone

**Job title** Senior Manager

**Address line 1** Atlas House

**Address line 2**

**Address line 3**

**Town/City**

**County/State**

**Country** United Kingdom

**Postcode/Zip code** M22 5RR

**Telephone**

**Fax**

**Can the referee be approached prior to interview?** No

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**



## Application for employment

This application form was completed on the jobs.nhs.uk site and then imported into this system. **The layout and question wording may differ from applications completed on this system.** If you ever have a query about the accuracy or completeness of the application then please check the source data in the jobs.nhs.uk site.

# Health Education England

### Education & Professional Qualifications

All the relevant qualifications. Please also indicate subjects currently being studied. All qualifications disclosed will be subject to a satisfactory check. Up to 11 qualifications can be entered here.

#### Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
Strategic Project Management	Leeds Beckett University	MSc	2018
Social Sciences	The Open University	CertHE	2007

### Relevant Training Courses Attended

Please provide details regarding training courses that you have attended or currently undertaking together with the date completed or to be completed by. Up to 7 training course can be entered here.

Course title	Training provider	Duration	Year completed
Project Management Essentials Course	West Nottingham College	Two days	2015
Scrum Fundamentals Certified Credentials	Scrumstudy.com	One day	2015

### Membership of Professional Bodies

Please provide details regarding any relevant professional registrations or memberships. This information will be subject to a satisfactory check.

**Please indicate your professional registration status** UK professional registration required but not yet applied for

If you have answered "I have current UK professional registration relevant for this post" or "I have current UK professional registration and licence to practise for this post" then please enter the relevant details below.

#### Professional Body and Membership 1

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

#### Professional Body and Membership 2

Professional body  
If other please provide details below  
Membership/Registration number  
Expiry / renewal date

### NHS Service

Start date of continuous NHS service (if applicable)  
Months since most recent employment ended (if applicable)



**Current/most recent employer (reference always required)****Employer name** DB Cargo UK Ltd**Employer address**

Lakeside Business Park, Carolina Way, Doncaster. DN4 5PN.

**Type of business** Rail transport, supply chain and logistics**Reporting to (job title)** Contract Planning Manager**Telephone** 01302575166**Your job title** Project Planner**Start date** 04/2014**End date****Grade****Salary** 30116**Period of notice** Four weeks**Reason for leaving (if applicable)**

Career Progression.

**Brief description of your duties & responsibilities**

Customer billing and queries for seasonal work undertaken, including pricing and invoicing for engineering breakdown, recovery, maintenance, repairs, and weed spray support. Support the contract planning managers to produce a robust project plan for the delivery of all network rail's route services. Plan routes, drivers and trains by resourcing available drivers and locomotives in conjunction with the depots and other stakeholders. Approve or decline allocated haulage trains requested by network rail, after all planning process have been duly followed. Collaborate with the weekly planning teams to ensure delivery of agreed haulage, ensuring that any variation is only accepted in agreement with all stakeholders and without impacting on other agreed/contractual business. Collaborate with other departments for the effective use of the wagons and efficient drivers' time management. Attend client meetings at twenty-nine weeks prior to contracts' executions to ratify plans put in place for the haulage of trains to and from the site of work, ensuring that the safe system of work procedure is put in place. Collaborate and manage stakeholders as well as manage change, risks, issues and reporting documentation. Ensure change management procedures and processes are being adhered to and communicated within the team by actively engaging everyone impacted by the change, ensuring they understand their roles in delivering the change. Cross cover when required to ensure jobs are covered within agreed timescales. Effectively communicate project and contract delivery expectations to team members and stakeholders in a timely and concise manner.

**Activities prior to above starting with most recent****Employer name** Clyde Bergemann Power Group**Employer address**

Lakeside Boulevard, Lakeside, Doncaster. DN4 5PL

**Type of business** Engineering/ Project Consultancy company**Reporting to (job title)** Project/ Supply Chain Manager**Telephone** 01302552200**Your job title** Project Coordinator**Start date** September 2013**End date** April 2014**Grade****Salary** 22000**Period of notice** Not applicable**Reason for leaving (if applicable)**

End of contract.

**Brief description of your duties & responsibilities**

Manage multiple projects with different project managers and stakeholders using the RACI matrix. Determine tariff codes and certificates of origin for products bound for transport. Work with stakeholders and suppliers to ensure compliance and due diligence of the anti-bribery and corruption laws, as well as the anti-money laundering regulations and policy. Control of the supply chain's vendor approval system and screening of the ISO certification of suppliers. Handle in-house and external customer queries and enquiries. Create visual reports, resolve resource conflicts, identify and manage risks, amongst other capabilities. Arrange and prepare documentation packs for weekly internal progress meetings. Process sales orders using SAP. Provide support to the freight co-ordination department and assist with the tracking of missing goods. Production of graphical statistical report which includes graphs plotted to show the variations - forecasted against actuals, from the design stage to the procurement and delivery stage. Support the project and contract teams in the production, as well as the collation of equipment materials' certificates, welding documents, test reports and quality assurance documents before the products can be signed off and transported for delivery.

**Employer name** Next Distribution Ltd**Employer address**

Lincolnshire Way, Armthorpe, Doncaster DN3 3FF

**Type of business** Supply Chain and Logistics

**Reporting to (job title)** Administration and Location Management Team Manager

**Telephone** 01977659380 (Ext: 46818)

**Your job title** Senior Administrator

**Start date** December 2010

**End date** March 2013

**Grade**

**Salary** 18000

**Period of notice** Not Applicable

**Reason for leaving (if applicable)**

End of contract

**Brief description of your duties & responsibilities**

Plan, coordinate and manage workload from within and other departments. Document and manage staff absences and holidays. Develop and implement ways to improve team building to achieve employee job satisfaction. Resolve queries arising from various functional departments, including goods in/out, specials, quality control and refurbishment departments. Utilise various warehouse control systems, including agresso, red prairie and metapack, for all operations, from receiving orders to delivery. Monitor and assist in the production of the bonus performance for the despatch department. Participate in continuous improvement initiatives by using lean management principle. Ensure all staff receive the needed training to the criteria level in the training matrix and ensure their record cards are kept up to date. Ensure all daily reporting files are processed, checked and distributed to the relevant departmental managers and senior managers accordingly.

**Employment Gaps**

**If you have any gaps within your employment history, please state the reasons for the gaps below.**

**Supporting Information**

In this section please give your reasons for applying for this post and additional information which demonstrates that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular position. This can include relevant skills, knowledge, experience, voluntary activities, training etc.

If relevant to the post for which you are applying, you should include details about research experience, publications or poster presentations, clinical care (knowledge and skills) and clinical audit.

## Supporting information

As a contract planner, I collaborate with sponsors, contractors and subject matter experts with a clear understanding in the methodologies of delivering simple as well as complex end to end projects in strategic ways. I fully understand the principles, themes and processes of managing complex end to end strategic projects.

I utilise Microsoft Projects and Primavera P6 to input Work Breakdown Structures (WBS), Cost Mappings, Reports and Workflows as well as planning and scheduling to track, monitor and control projects.

I attend meetings of delivering the engineering scope of work that is carried out on the rail track networks, tunnels and bridges. In these meetings, I understand the requirements of the Sponsor (Network Rail) and the contractors who undertake the work on possession sites where work is carried out. I analyse the requirements needed for the project to be delivered on time, with scope changes and tolerances, within budget and of the right quality to create the needed value and benefits.

After the meeting, I go back to the office and use relevant tools and software, I plan, prioritise and analyse the train drivers, rail routes and the trains that are available and produce a robust plan to haul trains to and from site, enabling the project to be completed in a timely manner for possession to be given back for passenger trains to access the routes.

There are contrasting arguments and counter arguments regarding haulage of trains to and from site and there are different contractual arrangements on how the Local Distribution Centres (LDCs) are run and managed as well as how work is carried out on site between the drivers of our company, the National Supply Chain (now known as Route Services) and the contractors on site. An example is when contractually, the amount of trains coming out of the LDCs that we run is oversubscribed but NSC still insists of running trains out of them. I was tasked to resolve this problem. I re-planned all the required trains, liaised with other LDCs that were undersubscribed, taking into consideration the cost control measures (example of cost control is the savings made on Taxis that drop off and pick up train drivers) and liaised with Subject Matter Experts to achieve the needed amount of trains that can be run from the LDC. At the end, we came to an agreement after due planning and consultation has taken place and the trains were all delivered as promised.

I have also been able to apply the knowledge gained in coordinating different projects at different stages to my current role thereby bringing in fresh ideas to help minimise or eliminate risks that may potentially turn into issues and collaborating with others to ensure that rail engineering projects are delivered on time and customer expectations are met.

I do apply the principles of learning from experience, I also effectively manage my time, cost mapping, risk, scheduling etc within my limit of authority and decision making.

These principles are embedded in the framework of the different stages of the project which are to Conceptualise the idea of the project, the Strategize and Initiate stage, the Plan, Assemble and Control stage (of which I am very involved at this stage while collaborating with customers as their acceptance of work done is imperative) and to Close the project, while working in a fast-paced Agile environment where change process frequently takes place.

There are very short term complex train requests that we are asked to haul, I must put in a robust plan, liaise with all stake holders involved to ensure that we have the resources and communicate with the sponsor and others involved all through the planning process until a positive outcome is achieved.

I communicate at all levels especially if I have requests from the customer to haul trains to and from site. I speak clearly and concisely to all parties involved. I translate all technical information I gather from meetings that I have attended to normal simple language to the Sponsor. I consistently keep every stake holder abreast of updates and communication that needs to be communicated using the RACI method (those who are Responsible, Accountable, Consulted and Informed).

Part of the complexity of getting the project finished on time and on budget was the vast amount of trains that needed to work on the rail tracks which posed a logistics problem. I collaborated with the Subject Matter Experts, the Wagons team, the Locomotives team, the Diagrammers (staff that produce train route diagrams from one point to another), the resource team as well as Service Design to produce a robust plan for the delivery of the job.

Furthermore, I am currently studying to obtain a Master's degree in Strategic Project Management. I have the skills and experience in analysis, critical evaluation, the ability to solve complex problems and to maintain strategic relationships with colleagues, stakeholders and customers, ensuring company and customers' expectations are met. I also have the adept knowledge of creating and planning a full Requirement Engineering process.

Lastly, I have People, Process and Lean Management skills.

**Preferred employment type** Full time

## Further questions

The question text supplied by jobs.nhs.uk is not in an easy to read format, it has been cleaned up as much as is safely possible but is likely to be missing punctuation and have improper capitalisation. To view the original question text, please access this application on jobs.nhs.uk

The questions in this section are customised to the post for which you are applying.

**Have you provided referees which cover the last 3 years of employment failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** Yes

**Have you provided details of employment gaps in the relevant section failure to provide this information at this stage may result in any future offer of employment being withheld or withdrawn at a later stage** No gaps in employment history

## Referees

Please provide the names and full contact details of the people who have agreed to supply references. References must include at least two positions with separate employers and, as a minimum, cover a period of three years employment and/or training history, where this is possible.

Referees will be required to comment on your competence, personal qualities and suitability for the post. This may be your line/department manager, or someone in a position of responsibility for any work experience or placement undertaken. If you are a student or trainee this should include a teacher/tutor at your education institution.

If you have not been in employment for a considerable amount of time but have had previous employment, then you should seek one reference from your last known employer and a personal reference from a person of standing within your community such as a doctor, solicitor or MP. Where it is genuinely not possible to obtain references from any of the sources outlined above, you must provide contact details of two personal acquaintances who would be willing to give a reference. Personal acquaintances must not be related to you, or have any financial arrangement with you.

Please note that all reference requests will be followed up and verified by the recruiting employer.

Referees may be approached prior to interview, unless you indicate otherwise below.

**Type of reference** Current Employer

**Email address** duncan.laming@deutschebahn.com

**Title** Mr

**Surname/Family name** Laming

**First name** Duncan

**Relationship** Line Manager

**Employer name** DB Cargo UK Ltd

**Job title** Infrastructure Planning Manager

**Address line 1** Lakeside Business Park

**Address line 2** Carolina Way

**Address line 3**

**Town/City** Doncaster

**County/State**

**Country** United Kingdom

**Postcode/Zip code** DN4 5PN

**Telephone** 01302575166

**Fax**

**Can the referee be approached prior to interview?** No

**Type of reference** Previous Employer

**Email address** Paul.allen@uk.cbpg.com

**Title** Mr

**Surname/Family name** Allen

**First name** Paul

**Relationship** Line Manager

**Employer name** Clyde Bergemann Power Group

**Job title** Project / Supply Chain Manager

**Address line 1** Lakeside Boulevard

**Address line 2** Lakeside

**Address line 3**

**Town/City** Doncaster

**County/State**

**Country** United Kingdom

**Postcode/Zip code** DN4 5PL

**Telephone** 01302552200

**Fax**

**Can the referee be approached prior to interview?** Yes

**If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?**  
Yes

## Document checklist

The following documents have been included at the end of this pack:

- 1430794/Job Description - 984-NAT-NAT-1-4495\_DITAG-AgileBusinessAnalyst-8A.pdf (11 pages)
- 1430794/HEE Functional Requirements - HEE Functional Requirements.pdf (1 pages)

# Recruitment Profile

## Job Title: Agile Business Analyst

### About the Job

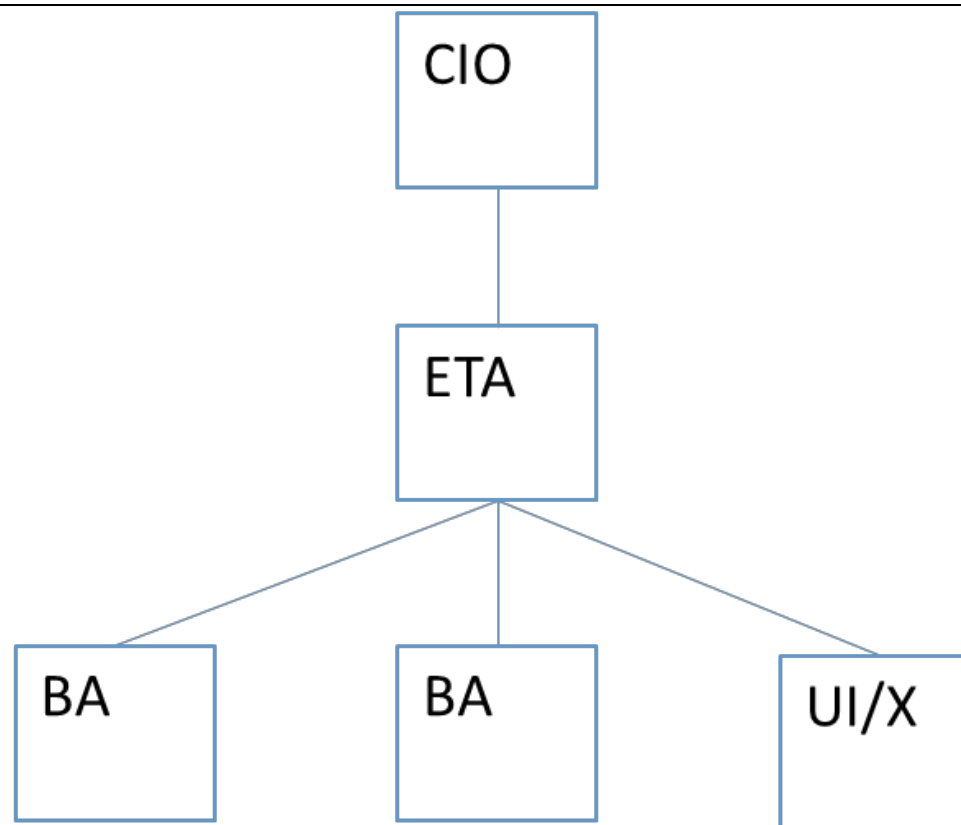
The DITAG Programme has been established to develop a suite of products and information services to support the business functions of Health Education England (HEE). The approach is to encourage the business to identify technological or data-driven improvements to the services it offers. HEE are now seeking to become aligned with the Government Digital Service frameworks (<https://www.gov.uk/service-manual/service-standard>) that promote user centricity in software design and the adoption of agile methods by default. The DITAG Programme will be the gateway to the development of these products to our stakeholders.

DITAG will coordinate the receipt of the Idea proposal and perform initial validation (SWOT Analysis) of the proposed idea. After a successful assessment of the idea it will Initiate and take responsibility for either managing project delivery of Discovery and Alpha phases and the development of a Minimum Viable Product (MVP); or will assist the business in developing it's ideas to a level where a business Case can be produced to support a full stand-alone digital project.

To be effective in this role you will be familiar with a range of digital / web services and solutions, ideally where open source and cloud technologies have been utilised and have applied agile development methods. You will work independently and as part the team, with a high degree of proactively and adaptability to changing circumstances and demands.

You will be an excellent communicator and an experienced and accomplished business analyst who has worked in an agile environment that has focused on delivery. You will be confident

### Organisation Structure



in working with stakeholders and rationalising complex information to make it understandable, specifically you will be able to effectively bridge the gap between the stakeholders, the Service Managers (aka product owners) and the wider Development Team.

As a proponent of Agile you will help change and embed a new culture of agile working with stakeholders, particularly through the attention and effective engagement with stakeholders.

Health Education England (HEE) has no tradition of developing national systems in an agile way. This role and adoption of an agile scrum approach is a new way of working for us. Along with your colleagues you will work to make a success of our approach to developing software and services that meet the needs of all our users.

## About Us

HEE provides leadership for the education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. HEE ensures that the workforce has the right skills, behaviours and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements through supporting healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training.

Our **ambition** is to be the best organisation of our type in the world by living our values every day.

Our Core **Values** are that everyone feels **valued and respected** and are **included and involved** in everything that affects them; are **trusted** to make decisions with clear reasons in order to **be empowered** to deliver; are committed to clear, **effective communication**, which is transparent and open when sharing information; takes **pride and has integrity** in everything we do and recognises that everyone has a significant contribution whilst taking **personal responsibility and accountability** for actions and behaviours.

# Recruitment Profile

## About You

This section details the personal attributes we require for this role. If you feel these describe you we would welcome your application

## Behaviours and Values

- Makes sure they and others work in a way that complies with legislation and trust policies and procedures on health, safety and risk management
- Takes ownership for improving and maintaining a healthy, safe and pleasant work environment
- Takes actions to eliminate and reduce identified risks
- Uses plain language when carrying out duties
- Aware of the impact of own behaviour on others
- Driven by the needs of patients and service users.
- Leads by example, actively acts as a role model in own behaviour and fosters an inclusive culture Interprets equality, diversity and rights in accordance with legislation, policies, procedures and good practice
- Constructively challenges and accepts constructive challenge from others
- Empowered and enabled to deliver
- Recognises that improved patient care is at the heart of all decision making
- Makes decisions and has a clear reason for the decisions made
- Actively promotes change and improvement and sharing of knowledge and information. Promotes a safe environment for exchange of views and ideas
- Maintains the highest standards of integrity in all interactions

## Skills and Abilities

- Encourages effective communication between all involved proactively seeking out different styles and methods of communication to assist longer terms needs and aims
- Provide and receive highly complex, sensitive or contentious information and support delivery of such information to a wide range of differing groups, often at a very senior level. This involves anticipating barriers to communication and takes action to improve communication, communicating effectively and calmly in difficult situations and with difficult people
- Experience of creating and giving presentations to a varied group of internal and external stakeholders conveying complex concepts and where challenge is likely
- Advanced keyboard skills
- Develops partnerships with a range of internal and external stakeholders and actively develops and maintains these
- Is an active and valued participant in development groups
- Encourages best practice across the organisation with appropriate use of networks
- Is a successful negotiator displaying high levels of political astuteness to achieve outcomes in difficult and contentious situations
- Ability to prioritise own work effectively
- Capable of effective planning over medium to long term timeframes making adjustments and planning resourcing accordingly
- Ability to problem solve and respond to sudden unexpected demands
- Ability to understand a broad range of highly complex information quickly and making decisions where opinions differ/no obvious solution and makes decisions where a range of possible actions



	<p>may be available</p> <ul style="list-style-type: none"> <li>• Anticipates and resolves problems before they arise</li> <li>• Ability to work and make decisions autonomously</li> <li>• Guided by principles and broad policies/regulations and take action based on own interpretation</li> <li>• Is a role model for team in terms of delivery of high performance and instils a culture of high performance within team and develops ability in others to manage time effectively and respond positively and flexibly to differing workloads and priorities</li> <li>• Is a role model for teams in terms of quality assurance and performance and instils a culture of high quality within the team</li> <li>• Ability to exercise high levels of diligence when assessing or preparing documentation, especially when information is received from a variety of sources and may be conflicting</li> <li>• Able to maintain concentration for a prolonged period of time e.g. checking documents, writing reports and analysing statistics</li> <li>• Able to maintain concentration and work effectively in a climate where there is an expectation that work patterns will have a large degree of unpredictability</li> </ul>
<p><b>Experience and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Agile and other project principles, techniques and tools, such as Scrum, Prince 2 Foundation and Microsoft Project</li> <li>• Detailed knowledge of maintaining confidentiality and implementing data protection legislation requirements including information governance</li> <li>• Demonstrated experience of co-ordinating programmes in complex and challenging environments</li> <li>• Significant experience of monitoring substantial budgets and financial and business planning processes</li> <li>• Significant experience of successfully operating in a politically sensitive environment with diverse stakeholder input</li> <li>• Experience of the successful delivery of ICT services/solutions</li> <li>• Experience of identifying and interpreting national policy and researching best practice for realising policy objectives</li> <li>• Experience and understanding of evaluating and measuring and reporting on performance drawing on complex information from a variety of sources</li> <li>• Experience of managing risks and reporting</li> </ul>	<p><b>Qualifications and Training</b></p> <ul style="list-style-type: none"> <li>• Educated to masters level or equivalent level of experience of working at a senior level in specialist area</li> <li>• Evidence of continuing professional development</li> </ul>

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Experience of managing a team and achieving objectives by working with others not under direct line management control</li></ul> |  |
|--|--|

# Expected Outcomes

## About your role

This section details the outcomes and deliverables that would be expected from the role

Engaging People/Key Working relationships	Delivering Results/Functional Responsibilities
<ul style="list-style-type: none"> <li>• Works with others to make sure there is a clear direction for values, strategies and policies and leads the way when interests are in conflict supporting collaborative working across HEE and LETBs and with wider stakeholders</li> <li>• Develop, nurture and maintain key relationships and networks (including national) both internally and externally with a wide range of different stakeholders with complex and conflicting requirements</li> <li>• Develop effective links with other functions to address interdependences and alignment with work areas</li> <li>• Works with others to develop strategic plans and business objectives for the service. These need to be consistent with values, realistic, detailed and take account of constraints</li> <li>• Close liaison with communications and stakeholder teams on public relations and marketing activities involves and engages users of the service and others in discussions about service direction, improvements and the values on which they are based</li> <li>• Communicates values, strategic plans and service direction to help all colleagues understand how they are affected. Also creates opportunities for people to contribute their views and ideas</li> <li>• Works with people affected by service improvements to evaluate the impact of the changes on the service.</li> <li>• Continually reviews the values, strategic plans and directions of the service to take account of changing circumstances</li> <li>• Deputise for more senior members of the team in representing the organisation in formal settings</li> </ul> <p><b>Key Working Relationships</b></p> <ul style="list-style-type: none"> <li>• The DITAG Programme Team.</li> <li>• Stakeholders from the business, at all levels, including every day system users, subject matter experts, user groups and any others</li> </ul>	<ul style="list-style-type: none"> <li>• Adopt the main features of the Government Digital Service Framework.</li> <li>• Be an agile champion.</li> <li>• To use own time effectively and productively.</li> <li>• Plan, design and conduct interviews using a variety of tools and methods to gather requirements from the business, such as workshops, interviews, surveys etc.</li> <li>• Ensure that the sources of information on the business use of data, business analysis, business process modelling, systems requirements, options appraisal, system change delivery (etc.), are based on a comprehensive and detailed understanding of stakeholder needs</li> <li>• Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting system requirements.</li> <li>• Document user stories and help manage the backlog.</li> <li>• To ensure risks and issues are appropriately dealt with and escalated.</li> <li>• Develop and test (with stakeholders) business process models to establish the workflow of the system, the “as is” and the “to be” situations.</li> <li>• To support business transformation.</li> <li>• To help develop a strong service delivery ethos and approach.</li> <li>• Have the ability to recognise and effectively deal with negative behaviours, such as disengagement, obstruction and antagonism.</li> <li>• Influence and operate in a complex stakeholder environment where stakeholder needs are often compromised by capability and</li> </ul>

<p>who are involved in developing services. Stakeholders cover staff, associates and third parties such as NHS Trusts and the learner/trainee themselves.</p> <ul style="list-style-type: none"> <li>•</li> <li>• The Development Team who will be key work colleagues.</li> <li>• Support the dynamics of working in an effective agile team, through participation and proactive involvement in team-member support, agile rituals and collective accountability.</li> </ul>	<p>capacity.</p> <ul style="list-style-type: none"> <li>• Manage stakeholders effectively by building strong relationships.</li> <li>• Contribute to financial decisions e.g. on product sourcing.</li> <li>• Advise on research and analytical activities, some of which will be complex, required to inform decision making.</li> <li>• To undertake research and development on emerging trends, best practice, and products available in the market relating to applications development and systems.</li> <li>• Promotes a positive approach to high quality standards managing effective and quality delivery through high performing teams.</li> <li>• Clear understanding of role and impact</li> <li>• Lead the strategic formulation and planning, allocation and delivery of a broad range of tasks over medium to long term, ensuring risks, issues and dependencies are identified and proactively managed to achieve high quality outcomes</li> <li>• Acts as an ambassador for policies and procedures adopted by organisation and promotes a positive approach to high quality standards making others aware of the impact of quality leading by example and developing others within the team</li> <li>• Responsible for designing one or more information system(s) to support delivery based on the specification of end users</li> <li>• Role models quality delivery</li> <li>• Support and develop clear lines of governance for all assigned work areas working closely with and supporting Heads of Department</li> <li>• Collate qualitative and quantitative information and produce meaningful analysis of information to support decision making</li> <li>• Uses organisation equipment and resources effectively and encourages others to do the same.</li> <li>• Draft reports and other documents as required for the use of Heads of Departments or others.Undertake the successful planning and organisation of events and meetings in connection with in areas of responsibility ensuring that the highest level of verbal and written communication is utilised</li> <li>• May undertake complex surveys relating to role.</li> <li>• Research and development is regularly carried out to ensure that work, projects and programmes are relevant to the current health</li> </ul>
--	---

	<p>economy</p> <ul style="list-style-type: none"> <li>Involved in budget monitoring</li> </ul>
<p><b>Management and leadership</b></p> <ul style="list-style-type: none"> <li>Provide routine and focussed coaching, mentoring and training to individuals and groups; to support culture change and build confidence e.g. of agile with stakeholders.</li> <li>To support team members, especially in the following areas: <ul style="list-style-type: none"> <li>To support the delivery of day to day activities.</li> <li>Supporting junior staff, apprentices and others.</li> <li>To support the identification and sharing of best practice</li> <li>Managing politics and stakeholder issues external to the team.</li> <li>Innovation.</li> </ul> </li> <li>To either assist the Enterprise Technical Architect to manage or support contractors, consultants and other staff co-opted or assigned to the DITAG programme or the Development Team.</li> <li>Takes ownership for self and others.</li> <li>Actively role models ethical behaviours and establishes a culture of team work and cooperation. Is a mindful and decisive thinker who makes insightful and effective decisions based on known information and good business awareness delegates effectively and appropriately.</li> <li>Identifies development needs for others and enables opportunities for others to apply developing skills, behaviours and knowledge</li> <li>Takes responsibility for meeting own objectives and development needs.</li> <li>Develops and communicates standards and expected levels of</li> </ul>	<p><b>Setting Direction and Service Improvement</b></p> <ul style="list-style-type: none"> <li>Lead on the initiation, development and implementation of guidance, frameworks and policies in support of assigned work areas actively promoting continuous service improvement</li> <li>Lead on internal and external service improvements</li> <li>Be alert to emerging issues, opportunities and trends which might impact or benefit the programme.</li> <li>Presents a positive role model in times of service improvement and organisational change</li> <li>Supports and works with others to help them understand the need for change and to adapt to it</li> <li>Manages and evaluates team performance and contribute to the development of an integrated approach to, service improvement</li> <li>Identifies and evaluates potential improvements to the organisation</li> <li>Discusses improvement ideas with appropriate people and takes an active role within working parties and steering groups to agree a prioritised plan of implementation to take forward agreed improvements</li> <li>Commission and/or undertake primary and secondary research to inform development</li> <li>Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information</li> </ul>

<p>performance</p> <ul style="list-style-type: none"><li>• Seeks feedback from others about work to help identify own development needs</li><li>• Management of third parties relevant to assigned work areas to ensure deliverables are met in a time and cost efficient manner</li><li>• Contribute to the annual business planning cycle</li><li>• Act in a way that is compliant with standing orders and financial instructions</li><li>• Responsible for effective matching of available budget to individual projects and programmes and co-ordinating monitoring expenditure and provision of financial reporting to board and senior groups</li></ul>	
--	--

# Benefits Information

## About the Benefits

This section details the benefits of working for HEE

### What's great about this post?

This is perhaps a unique opportunity to join a major NHS organisation as it transitions to adopting an agile approach for major software and service development.

You will be able help inform and influence how the Development Team starts as a high performing team that is focussed on delivering high quality outputs to the business which will have positive and lasting impact. This will be a challenge and an opportunity to use all your skills and experience, but also to gain new skills and experience. We will ensure your personal development is supported and your experience and skills are utilised.

We are a national organisation and you will be highly user and business focussed. This will entail engaging and working with staff and stakeholders across the country and at local sites.

### What's the terms and conditions?

As an NHS employer the following terms and conditions apply to this post:-

#### Salary

NHS TCS Band: Band 8a

Usually starting at the minimum and progressing on an incremental scale.

#### Hours of Work

37½ hours per week. Monday to Friday

#### Permanent, Fixed Term or Secondment

Full time, Permanent

**Leave and Bank Holidays:** 27 days per year and 8 bank holidays, pro rata if part-time. Leave increases to 29 days per year after 5 years service and 33 days per year after 10 years service

**Pension:** The NHS Pension scheme is based on length of service and salary at retirement (not dependent on investment returns). It provides a retirement pension worth 1/60<sup>th</sup> of reckonable pay per year of membership. There is also the option to exchange part of the pension for cash at retirement, up to 25% of capital value

### What other opportunities are available to me?

We'll be committed to your training and development from day one.

When you join, you'll receive an induction and have the opportunity to attend a variety of skills-related courses, some on-line.

Our learning and development strategy includes all the ways that we can support you to 'shine' and excel in your role and is open to our staff at every level in our organisation. It also includes Leadership and Management development and provides the opportunity to apply for funding to support personal development activity.

### Other useful information

Your essential role will indirectly contribute to saving and improving people's lives.

Job-sharing and part-time working is welcomed. Please indicate this on your application form.

We are committed to implementing reasonable adjustments for people with disabilities.

If you are successful, you will be issued with a contract of employment which will include a full statement of the terms and conditions of service and Job Description





## Occupational Functional Requirements Form:

Below sets out the broad functions of the role for which you are applying which should be considered alongside the Job Description. During the recruitment process, if successful, you will be asked to make a health declaration based on the functional requirements of the role listed below.

As an employer, Health Education England is required to undertake Health Assessments (previously known as pre-placement health assessments). These play an important part in enabling employers to consider an applicant's health, ability and fitness to perform a particular role.

A Work Health Assessment aims to identify early on whether there are any health conditions or disabilities that may require adjustments in the workplace, to enable the individual to safely carry out the specific duties of the job they are being engaged to undertake.

In addition some health conditions or disabilities may require certain restrictions placed on their role.

Features	Functional Requirement
<b>Regular User of Display Screen Equipment</b>	Our roles generally involve working with computers, using Display Screen Equipment (monitors, keyboards and mouse) A self-assessment will be undertaken as part of induction processes
<b>Manual Handling</b>	May include some lifting i.e. paper, files or equipment. Please check your job description for details of the role
<b>Working in a fast paced environment / Managing Staff</b>	Working within a healthcare environment can be busy and pressurised at times. Starting a new job or being inexperienced can add additional pressures.
<b>Other</b>	Roles within Health Education England generally involve some or all of the following activity: <ul style="list-style-type: none"> <li>• online work activity</li> <li>• record keeping</li> <li>• preparing documents and emails</li> <li>• manipulating data in databases</li> <li>• use of headphones eg skype calls and video, webinars</li> <li>• video conferencing</li> <li>• office sites may be multi-storey or set out across several levels</li> <li>• office sites are geographically dispersed, please check your Job Description to assess if you will be required to travel on a frequent basis</li> </ul>
<b>New or Expectant Mothers</b>	Whilst not a health problem, new or expectant mothers are obliged to receive a work place risk assessment to ensure that they are not exposed to hazards in the work place that may pose a risk to themselves or their child