Business Analyst, Technology Team

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CONTEXT

Everyone TV runs the UK's free-to-view TV platforms – Freeview, Freesat, and now Freely.

Freeview is the UK's largest TV platform, watched in over 15 million homes. Freeview Play, our live and on demand TV service, is used on five million devices. Freesat serves 1.0 million homes carrying over 170 channels and offering linear TV over satellite and on demand content over the internet.

We're also leading free TV's evolution for the streaming age through the creation of our new Freely service which launched on Smart TVs in 2024, bringing aggregated live channels and free on-demand content to UK viewers over the internet for the first time.

Everyone TV is a joint venture which is owned and supported by our Members - the UK's leading public service broadcasters (PSBs) - BBC, ITV, Channel 4 and Channel 5. We are not-for-profit and funded directly by our Members, and revenues from a range of commercial activities.

Our mission is to champion free TV for all. We're passionate about bringing together great TV in one place, for free, for the nation. Working in partnership with the PSBs and many other industry players, we are focused on offering the best free TV experience to UK viewers across terrestrial TV, satellite TV or internet - ensuring that free TV – with public service broadcasting at its heart – remains as strong and vibrant in the future as it has been to date.

THE WAY WE WORK

Ambitious – We aim high. We are determined and ambitious about our work, always delivering the very best for our viewers.

Collaborative – We achieve together. We create strong partnerships based on trust and respect.

Supportive – We grow together. We learn from each other, and we invest in people's wellbeing and development.

ABOUT THE ROLE

Reporting to the Head of Programme Management Office (PMO), Technology, the role of Business Analyst is responsible for gathering business requirements from across

the organisation, supported by data and other analytics to assess needs, deliver recommendations, and define new processes as appropriate.

Whilst the main focus is likely to relate to Technology initiatives, you will engage with business stakeholders and users from across the organisation to understand how changes to process, products, services and software can improve efficiencies and add value. You must be able to articulate ideas that balance what is technologically feasible with what is also financially and functionally reasonable to deliver.

RESPONSIBILITIES

- Capture and document the business and product requirements in a structure and format that enables Everyone TV, including 3rd party suppliers and partners, to deliver solutions and feature enhancements to existing products that will meet the business and customer need.

- Collaborate with the product and business teams to detail stories with acceptance criteria in the form of Behaviour-Driven Development (BDD) acceptance tests.

- Creation of traceability matrices to ensure changes that are delivered are traced back to requirements that were gathered.

- Support Programme, Product and Technical Leads in preparation for Product Increment planning events and support in the refinement of the product backlog and forward roadmap.

- Use structured best practice methodologies to understand the business needs, target benefits and priorities.

- Create and manage requirements workshops and lead workshops to ensure objectives are achieved.

- Support the creation of technical and business test cases.

- Working as a valued partner with senior stakeholders across the operation, delivering a value-added service to business customers.

- Consider both business needs and the Everyone TV Enterprise Architecture Strategy when supporting solution design.

- Manage the review and sign-off/approval of documented requirements.

- Identifies and contributes to the continual improvement of analysis capability across the organization.

- Supporting the business in the creation of new processes in collaboration with the Enterprise PMO and the Governance Group.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- A minimum of 3 years demonstratable experience of successfully performing a Business Analysis role in Agile delivery settings.

- Demonstrable experience of process engineering and requirement documentation.

- Strong analytical approach to capturing business requirements, documenting them in a succinct manner.

- Experience of working in a business and technology delivery environment.

- Experience working in a fast-moving environment defining complex customer facing products to tight timescales.

- Experienced of managing delivery in complex stakeholder environments and building collaborative stakeholder relationships with colleagues at all levels of the organisation.

- Excellent communication skills, with experience of reporting to senior management and chairing cross-organisational groups.

- Experience of working with Architecture frameworks, process mapping tools and Agile and waterfall management tools is desirable.

- An understanding of both the content and technology aspects of broadcast and IP video delivery systems desirable.

- A recognised Business Analysis qualification is desirable.

PERSONAL ATTRIBUTES

- A self-starter with the ability to perform in a high-pressure delivery environment.

- Excellent interpersonal skills and the ability to build collaborative and productive working relationships.

- Strong communication skills, makes complexity simple for others to understand.

- Ability to recognise priorities and guide others towards the accomplishment of strategic business goals and objectives.

- Embraces and manages both business and IT change as necessary to help shape future direction.

- Dynamic, problem-solving approach coupled with the ability to create a positive working environment.

- A keen focus on quality and good attention to detail.

- Effective senior stakeholder management, balancing and finding compromises between opposing views and opinions.

- Aware of own development needs and relishes the opportunity to expand the breadth of their skills and knowledge

- Strong analytical approach to capturing business requirements, documenting in a succinct manner.

- Supportive team player and helps promotes a diverse working culture.

LOCATION

The role is based in Everyone TV's central London offices, at the South Bank.

We are a flexible working employer and the company currently works a hybrid pattern.