



Digital Business Analyst and Project Lead

We are looking to recruit a Digital Business Analyst and Project Lead to join our mission-led organisation and to lead the next chapter of our digital transformation.

Reporting to: Products Director
Location: Remote
Contract: Permanent, full-time (28-35 hours *would consider min 21 hrs*)
Salary: £38-48k FTE, depending on experience

About the organisation

Triangle is the employee-owned values-based Social Enterprise behind Outcomes Star. As an employee-owned organisation all employees are engaged in the development of the organisation through a Trust Board.

Outcomes Star partners with housing, health, and social care providers to improve service through our engaging and practical tools that make change visible, understood and possible.

For more information see www.outcomesstar.org.uk.

What you can expect

- A purposeful, caring and inclusive team operating within an employee-owned trust
- An opportunity to grow and develop yourself through your work
- To be empowered to lead and self-manage with the support of a highly committed team around you
- Opportunities to be involved in projects outside the scope of your role, if you so wish

About the role

Outcomes of the role

- Outcomes Star is supported with effective digital tools, platforms and processes, so that our internal team and community of clients can work effectively.
- Client organisations and third-party software providers understand the Outcomes Star Partner API and Star in Other Software offer, and integration and direct build projects have the best possible chance of delivering value to client organisations and the people they support.
- Digital skills and competencies in our team continue to grow and develop, supporting our ongoing digital transformation, and there is strong collaboration with stakeholders across the organisation, key contractors, software providers and clients.

- Projects are built on solid analysis of requirements, with a focus on user value and outcomes, and agile principles are applied to make a project scope and delivery as successful as possible

Job Description

Overview of responsibilities and main tasks

- Outcomes Star Online Integration Project Lead:
 - Collaborate with the Product Director and Product Manager to transition the Integration offer from pilot to full launch.
 - Oversee and lead the Integration area, managing individual projects involving digital teams from client organisations and third-party software providers.
 - Assist external digital teams in understanding the Partner API, including drafting business process maps, user stories, and wireframes.
 - Address questions from developers using the Swagger for Partner API and engage with frontline practitioners.
 - Coordinate with software sub-contractors for quality assurance, testing, troubleshooting, and Partner API development.
- Outcomes Star in other Software Project Lead:
 - Work closely with the Product Director and current Star in other Software Lead.
 - Manage risks related to intellectual property and product reputation.
 - Help clients and software providers understand requirements for “direct builds” (reproducing OS intellectual property in software).
 - Facilitate the build process and support effective “build plans.”
 - Maintain thorough record-keeping and monitor activity in this area.
- Other Digital Projects:
 - Collaborate with the Company Board and Digital Coordinator.
 - Develop and deliver realistic plans for various digital projects (e.g., using 365, Salesforce, e-learning platforms).
 - Analyse business needs, user requirements, and technical feasibility.
 - Prepare project scopes, business cases, process maps, user journeys, and user stories to optimize resource allocation.
- Management:
 - Line manage the Digital Coordinator, supporting their ongoing learning and development.
 - Participate in the Leadership Team to coordinate decisions and activities across the organisation.

Person specification

Essential

- Thorough understanding and practical experience of using APIs to achieve organisational goals.
- Digital Business Analyst experience – taking the lead in exploring requirements, user and business needs, scope and scale decisions and technical feasibility.
- Experience of creating documentation such as process maps, user journeys, user stories, business cases, wireframes.
- Experience of managing projects from conception and scoping through to delivery and evaluation, in a way that adapts to circumstances and stakeholder needs – bringing common sense and an outcomes-focus, over ‘pure’ process
- Experience of navigating internal and external stakeholders with potentially competing perspectives and various commercial priorities and constraints.
- Strong technical acumen, with the ability to understand and navigate various technology languages and platforms, and to talk with developers in an effective way.
- Strong communicator – able to ‘translate’ between technical audiences and non-technical audiences and to adapt messages for different needs.

Desirable

- Background in start-ups or demonstrable track record in taking something from conception to being a sustainable and ongoing product or feature.
- Business Analyst qualification.
- Experience of building commercial relationships and partnerships, particularly around software and digital.
- Ability to build relationships with market and software providers.
- Experience with a WordPress website.
- Experience of using Salesforce or a similar Client Management System.
- Experience of introducing or developing Learning Management Systems, course creators, other e-learning, community or academy platforms.
- Experience in investigating and configuring low/no-code platforms.
- Experience with public service organisations or support services, especially an understanding of frontline work and case management software used by support teams.

Benefits

- Laptop and mobile phone provided for work purposes
- Open to flexible working arrangements
- Cash health plan, generous pension scheme, employee assistance programme
- 25 days’ annual leave plus bank holidays (pro-rated for part-time) & additional days at Christmas
- Paid volunteering time



- Opportunities for personal development

At Triangle, our people are our greatest asset, and we are committed to creating a happy, healthy, purposeful work environment in which everyone is supported and empowered to do their best work. We strongly encourage candidates of diverse backgrounds and identities to apply. Each new employee is an opportunity for us to bring in a unique perspective and strengthen our team, and we are always eager to further diversify our organisation.

How to Apply:

[Please complete our online application form](#). You can find instructions on how to complete it along with more information about our recruitment process [here](#). We do not accept CVs. We can send out Word versions of the application if necessary (contact hr@triangleconsulting.co.uk).

Deadline for applicants: 10th November

First interviews: 28th & 29th November online

Second interviews: 3rd December online

Please contact the HR Manager at hr@triangleconsulting.co.uk if you have any questions about the role or require any adjustments in the recruitment process.

STRICTLY NO AGENCIES