

## Job description

# Senior Business Analyst

**Location:** Remote

**Reports to:** Product Manager

**Working with:** Software Development Team for Screening and Business Stakeholders

## Introduction:

InHealth is the UK's largest specialist provider of diagnostic and healthcare solutions. Our aim is to make healthcare better for patients by working collaboratively with the NHS to deliver a range of high-quality tests, scans, assessments and procedures. In the last year, we have supported more than 5 million people in their healthcare journeys, the majority of these are NHS patients and service users. As a people-focused organisation, our teams are integral in how we deliver our services and our values of Trust, Passion, Care and Fresh Thinking underpin everything we do, influencing the way we interact with patients, customers, and colleagues.

Our mission is to be the preferred provider of high-quality diagnostics and healthcare solutions in hospitals and in accessible community settings, serving patients from 1,000 locations by 2025. To achieve this, we are seeking a highly skilled and experienced Senior Business Analyst to lead strategic initiatives, drive business improvements, and support decision-making through data-driven insights.

## What you will do:

As a Senior Business Analyst, you will lead the discovery, analysis, and documentation of complex clinical and operational requirements across healthcare providers, payers, and technology teams. You'll work closely with clinicians, administrators, and IT stakeholders to understand workflows, identify inefficiencies, and translate regulatory and patient care needs into scalable digital solutions. Your role will involve facilitating workshops, mapping end-to-end processes, and ensuring compliance with healthcare standards such as HL7, FHIR, and GDPR. You'll also support product development by creating detailed user stories, acceptance criteria, and data models, while mentoring junior analysts and contributing to the continuous improvement of healthcare delivery through technology.

**Lead Requirements Gathering:** Collaborate with clinical, operational, and technical stakeholders to elicit and document business and system requirements.

**Analyse Healthcare Processes:** Evaluate current workflows across patient care, administration, and compliance to identify inefficiencies and improvement opportunities.

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**Translate Needs into Solutions:** Convert complex healthcare needs into clear functional specifications, user stories, and acceptance criteria for development teams.

**Ensure Regulatory Compliance:** Align solutions with healthcare regulations and standards such as GDPR, NHS Digital guidelines, HL7, FHIR, and SNOMED CT.

## What you are responsible for:

You will be responsible for owning the full analysis lifecycle of healthcare technology initiatives. Acting as the central point of coordination between clinical stakeholders, business teams, and technical delivery groups, ensuring that solutions are well-defined, compliant, and aligned with strategic healthcare objectives. Your role will be critical in driving clarity, consistency, and quality throughout the delivery process.

**Own the end-to-end analysis process** for healthcare technology projects, from initial discovery through to solution delivery.

**Act as the primary liaison** between clinical stakeholders, business teams, and technical delivery groups.

**Define and document business requirements**, functional specifications, and process flows aligned with healthcare standards.

**Ensure solutions meet regulatory and compliance requirements**, including GDPR, NHS Digital, HL7, and FHIR.

**Lead workshops and stakeholder interviews** to gather insights and validate requirements.

**Perform gap analyses and impact assessments** to support change initiatives and system upgrades.

**Support data-driven decision-making** by identifying key metrics, data sources, and reporting needs.

**Collaborate with product managers and developers** to ensure user stories are well-defined and deliverables meet business expectations.

**Manage stakeholder expectations** and ensure alignment between business goals and technical capabilities.

**Mentor and support junior analysts**, promoting best practices and continuous improvement across the team.

## What people see in you:

You're recognised as a trusted and influential figure in healthcare transformation—someone who brings clarity, confidence, and compassion to complex challenges. Your ability to connect clinical realities with strategic goals makes you a go-to partner across teams. Colleagues value your insight, leadership, and unwavering commitment to delivering meaningful outcomes.

**Trusted Advisor:** You're seen as a reliable partner who understands both clinical and business needs and can translate them into effective solutions.

**Clear Communicator:** You articulate complex ideas in a way that's accessible to both technical and non-technical stakeholders.

**Detail-Oriented Thinker:** Your ability to spot gaps, inconsistencies, and risks ensures high-quality outcomes.

**Strategic Problem Solver:** You approach challenges with a structured mindset, balancing short-term fixes with long-term value.

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**Empathetic Collaborator:** You build strong relationships across departments, showing genuine understanding of healthcare professionals' pressures and priorities.

**Change Leader:** You help teams navigate transformation with confidence, clarity, and minimal disruption.

**Compliance Guardian:** You're trusted to ensure solutions meet regulatory standards and protect patient confidentiality.

**Mentor and Role Model:** You support junior analysts and inspire others through your professionalism and expertise.

**Outcome-Focused Contributor:** You consistently deliver work that drives measurable improvements in healthcare delivery and patient outcomes.

## You have experience of:

Bringing a strong foundation in business analysis, backed by hands-on experience in healthcare environments where precision, compliance, and collaboration are key. Your background reflects a blend of analytical expertise, stakeholder engagement, and technical proficiency that enables you to deliver impactful solutions in complex settings.

- **Working in business analysis roles for over 5 years**, including senior or lead responsibilities within healthcare or health technology environments.
- **Applying business process modelling**, data analysis, and requirements management to clinical and operational workflows.
- **Using tools such as JIRA, Confluence, Visio, Excel, and BI platforms** like Power BI or Tableau to support analysis and reporting.
- **Communicating effectively with diverse stakeholders** including clinicians, administrators, and technical teams.
- **Managing multiple priorities and delivering results** in fast-paced, regulated healthcare settings.
- **Navigating Agile, Scrum, and Waterfall methodologies** to support solution delivery and project success.
- **Understanding healthcare standards and compliance frameworks** such as HL7, FHIR, GDPR, and NHS Digital guidelines.
- **Translating complex healthcare needs** into clear, actionable requirements and supporting the development of patient-centric solutions.