

Job Description & Person Specification

Position: Business Analyst

Reports To: Assistant Director of Major Projects

Salary Range: TBC

Contract: Fixed Term (9 Months)

Hours Per week: 35

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

<p>Kindness</p> <p>We create an environment where everyone can thrive.</p> <p>Our behaviours: Empathy – We understand diverse perspectives and experiences. Compassion – We are considerate of others and are generous with our time. Supportive – We build and maintain positive relationships.</p> 	<p>Respect</p> <p>We respect people's human rights and act with integrity.</p> <p>Our behaviours: Dignity – We value and respect people, recognising their right to choice. Integrity – We do the right thing even though no one may be watching. Fairness – We treat others how we would wish to be treated ourselves.</p> 	<p>Belonging</p> <p>We pride ourselves on being a Norwood Family.</p> <p>Our behaviours: Trust – We build a safe environment for people to flourish. Inclusivity – We value difference and celebrate diverse voices. Collaboration – We connect with others to form a positive community.</p> 	<p>Empowerment</p> <p>We enable people to reach their potential.</p> <p>Our behaviours: Accountability – We make a positive impact and get things done, owning our actions and decisions. Innovation – We encourage people to be curious. Ambition – We strive for success in everything we do.</p> 
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Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

Norwood is undertaking a finance systems transformation as the current Advanced Open Accounts system reaches end of life. The organisation is evaluating replacement platforms such as Microsoft Dynamics 365 Business Central and Salesforce Centinia.

We are seeking an experienced Finance Systems Business Analyst / Implementation Lead to work closely with the Finance Director, Finance team, and Technology team to gather requirements, support system selection, and lead the implementation with the chosen supplier. This role will play a critical part in ensuring that Norwood selects and implements a finance platform that supports the organisation's operational and reporting needs.

Key Accountabilities

Finance Process Discovery & Requirements

1. Work closely with the Finance Director and finance team to understand current finance processes and reporting requirements across areas such as general ledger, accounts payable and receivable, budgeting, financial reporting, grant/fund accounting, and month-end/year-end processes.
2. Document current (“as-is”) processes and identify pain points, inefficiencies, risks, and improvement opportunities.

Future State Design

1. Facilitate workshops with finance stakeholders to define future-state processes and system requirements.
2. Produce clear documentation including business requirements, functional specifications, process maps, and reporting needs.

System Evaluation & Selection

1. Support the evaluation of potential finance platforms such as Microsoft Dynamics 365 Business Central and Salesforce Centinia.
2. Assist with supplier demonstrations, fit-gap analysis, and structured assessment of system capabilities. Implementation & Supplier Collaboration
3. Work closely with the chosen implementation partner to ensure requirements are correctly translated into system configuration.
4. Act as the key liaison between Finance, Technology, and suppliers throughout the implementation process. Testing, Go-Live & Transition
5. Coordinate User Acceptance Testing (UAT) and ensure finance processes are thoroughly validated
6. Support training, go-live readiness, issue resolution, and documentation to enable a smooth transition and knowledge transfer.

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	- Degree in Finance, Accounting, Business,	-	Cover Letter / CV / Onboarding

	Information Systems or related field		
Experience	<ul style="list-style-type: none"> - Proven experience as a Business Analyst or Implementation Lead on finance system projects. - Experience implementing ERP or finance systems. 	-	CV / Interview / Onboarding
Knowledge & Training	<ul style="list-style-type: none"> - Strong understanding of finance processes and accounting principles. - Experience managing requirements and working with software suppliers - Strong workshop facilitation and documentation skills 	<ul style="list-style-type: none"> - Experience with: Microsoft Dynamics 365 Business Central or Salesforce / Centinia or Charity or non-profit sector finance systems - Experience supporting data migration and finance reporting design. - Experience with finance transformation or ERP replacement projects. 	Cover Letter / CV / Interview
Personal Qualities & Attributes	<ul style="list-style-type: none"> - Ability to work with senior finance stakeholders including Finance Directors and financial controllers. - Strong stakeholder management skills. 	-	Cover Letter / CV / Interview

	<ul style="list-style-type: none">- Ability to translate business needs into system requirements.- Comfortable working in a hands-on project environment.- Highly organised and able to manage multiple priorities.		
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All roles require a DBS check and satisfactory clearance under Norwood’s safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.