

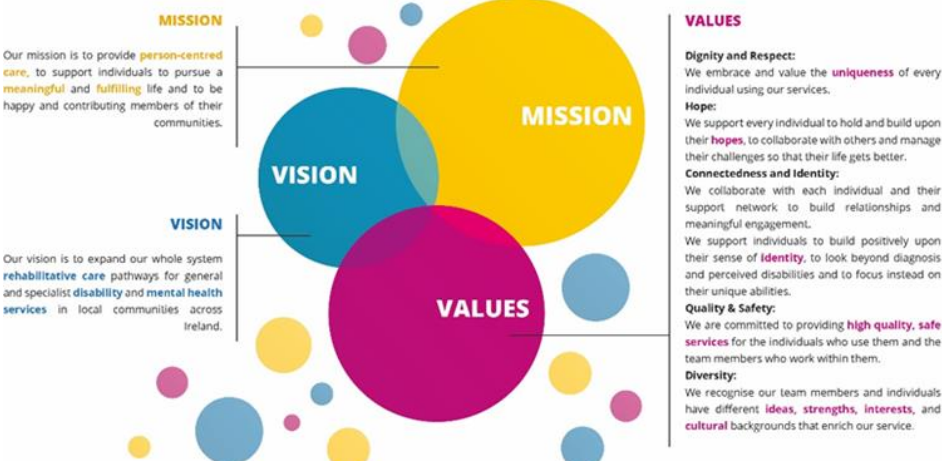


JOB DESCRIPTION

Senior Business Analyst

Nua Healthcare Services

17 Aug 2026

Job Description	Senior Business Analyst
Introduction to Nua Healthcare Services	Nua Healthcare Services (Nua) is Ireland's leading private residential care provider for persons with intellectual disabilities and mental health issues. Established in 2004, Nua offers Residential, Supported Living, Day, and Community Outreach Services to Children and Adults with a range of complex Intellectual Disability and Mental Health support requirements. At Nua, we are proud to offer high standards of service and care, and we are also proud of our facilities, which combine modern living with beautiful outdoor environments. Our team bring a wealth of experience in supporting individuals with a range of diagnosis, associated, and sometimes complex needs: ▪ Autism Spectrum Disorder ▪ Attention Deficit Hyperactive Disorder (ADHD) ▪ Acquired Brain Injury ▪ Challenging Behaviour ▪ Intellectual Disabilities ▪ Mental Health Rehabilitation and Recovery ▪ Personality Disorders Nua is committed to promoting and maintaining a workplace environment that celebrates diversity & inclusion. We pride ourselves on being a workplace that respects and values every team member. Nua is culturally aware and is committed to equality. We recognise the existence of, and object to, discrimination in all its forms. We lead by example and take responsibility for creating a better workplace for everyone. We encourage our team members to pursue their careers with us in the knowledge that, regardless of age, gender, sexual orientation, civil status, religion, disability, or ethnicity, each team member is equal and entitled to the same opportunities and benefits as their peer, so their hard work and personal commitment ultimately leads them to better their lives and the lives of their families. All employees are required to know and to live our Mission, Vision, and Values.
Mission, Vision and Values	 MISSION Our mission is to provide person-centred care, to support individuals to pursue a meaningful and fulfilling life and to be happy and contributing members of their communities. VISION Our vision is to expand our whole system rehabilitative care pathways for general and specialist disability and mental health services in local communities across Ireland. VALUES Dignity and Respect: We embrace and value the uniqueness of every individual using our services. Hope: We support every individual to hold and build upon their hopes, to collaborate with others and manage their challenges so that their life gets better. Connectedness and Identity: We collaborate with each individual and their support network to build relationships and meaningful engagement. We support individuals to build positively upon their sense of identity, to look beyond diagnosis and perceived disabilities and to focus instead on their unique abilities. Quality & Safety: We are committed to providing high quality, safe services for the individuals who use them and the team members who work within them. Diversity: We recognise our team members and individuals have different ideas, strengths, interests, and cultural backgrounds that enrich our service.

Key Responsibilities

As part of a multi-year Digital Transformation programme, we are strengthening our technology capability, modernising infrastructure and systems, and building a more structured and scalable IT operating model. The IT Programme Management Office (PMO) plays a central role in enabling this change.

This post will form a key part of the PMO and will play a critical role in bridging technical, functional, and business perspectives. The role works closely with stakeholders to understand business needs, translate requirements into clear deliverables, and collaborate with delivery teams. The successful candidate must have strong technical documentation skills and the ability to communicate complex concepts in a clear and accessible way.

The role will be responsible for delivering high-quality insights, analysis, and support that helps the organisation optimise operations, achieve continuous improvement goals, strengthen digital maturity, and promote person-centred care.

Key Responsibilities

Stakeholder Engagement & Requirements

- Build strong, trusted relationships with stakeholders through proactive engagement and clear, consistent communication
- Facilitate workshops, discovery sessions, and cross-functional engagement to drive shared understanding and alignment
- Collaborate with the PMO and business owners to maintain a prioritised and transparent work plan
- Analyse quantitative and qualitative data to validate business needs, identify trends, and support improved decision-making

Solution Design & Delivery

- Ensure solution options align with digital strategy, user experience goals, and wider organisational strategy
- Support the development of business cases, including benefits identification, dependency analysis, and evidence-based recommendations
- Support UAT planning and execution, including test scenario creation and defect triage
- Validate delivered solutions post-implementation and contribute to continuous improvement activities
- Assist with project estimation, resource planning, and delivery scheduling

Change, Adoption & Continuous Improvement

- Enable successful change adoption through development of training materials, user guidance, and change readiness support
- Promote digital maturity, hybrid/agile ways of working, and collaborative delivery practices
- Foster a culture of continuous process improvement by identifying inefficiencies and supporting the implementation of digital solutions

	▪ Contribute to best-practice development by identifying opportunities for innovation and improvement ▪ Research emerging digital trends, technologies, and industry best practices to inform solution design Governance, Security & Systems ▪ Monitor system performance and recommend enhancements or modifications where required ▪ Work with Information Security and GDPR teams to ensure compliance with healthcare data protection and security requirements ▪ Collaborate with business and information governance stakeholders to implement data quality protocols and validation processes The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder will be required to perform other duties as appropriate to the post.
Reporting & Key Relationships	▪ Reporting to the Director of IT ▪ Working closely with the IT Programme Management Office (PMO), project delivery teams, and business owners across the organisation ▪ Liaising with Information Security and Information Governance teams on data protection and compliance matters
Authority Levels	▪ To report any matters of concern in terms of quality and safety to your line manager and or another trusted manager should you feel comfortable in so doing.
Experience	▪ Minimum of 5 years' experience in business analysis roles ▪ Experience in requirements engineering, process modelling, data analysis, and Agile documentation ▪ Excellent analytical and problem-solving skills ▪ Excellent stakeholder management and communication skills ▪ Ability to produce clear and detailed technical functional specifications, interface specifications, and data mapping documents ▪ Strong prioritisation skills with the ability to adapt plans in a flexible and dynamic environment ▪ Experience working across multiple sites ▪ Previous testing experience (e.g. UAT or system testing) ▪ Resilient and adaptable, with the ability to work effectively under pressure in a rapidly changing environment
Qualifications	▪ Business Analysis certification (e.g. IIBA, BCS/ISEB) desirable ▪ Competent and proficient in MS Office applications (Excel, Word, PowerPoint)
Desirable	▪ Experience working in healthcare or other regulated environments ▪ Exposure to Power BI or similar data visualisation tools

	▪ Understanding of data models and system integrations ▪ Proficiency with documentation and requirements tools such as Jira, Confluence, Azure DevOps, or ServiceNow ▪ Additional certifications or training such as Agile BA, Scrum, PRINCE2, or Lean Six Sigma (desirable, not essential)
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Post Holder: (Print Name)			
Post Holder: (Signature)		Date:	
Line Manager: (Print Name)			
Line Manager: (Signature)		Date:	