

Position: Business Analyst
Location: Fleetwood (on-site)

Here at Ruby Energy we are continuing our exciting growth at our offices in Fleetwood into 2025. We are now looking to add to our Change and Delivery team with a driven and forward-thinking Business Analyst who will play a critical role in driving change, transformation, and modernisation across our group of businesses.

This role involves conducting in-depth analysis of business processes, systems, and workflows to identify opportunities for operational efficiency, enhanced business effectiveness, and improved customer experiences.

As part of the Change and Delivery team, the Business Analyst will support the delivery of improvements through the project lifecycle. Acting as both an analyst and, where required, a project manager, the role will help translate findings into actionable solutions.

Who are we?

At Ruby Energy, we are more than just energy suppliers; we are champions of your progress, specifically tailored to empower SMEs. Our foundation is built on providing bespoke energy solutions that blend innovation with adaptability, ensuring that your business's unique energy needs are met with precision.

Our Journey

Launched in 2002, we're experts in commercial utilities and we know what it takes to deliver high levels of customer service. With our Head Office in Fleetwood, Lancashire, and offices in Manchester, we are positioned to serve businesses across the UK with dedication and excellence.

The Ruby Way

Ruby's values are at the heart of everything we do:

Collaborative: We ensure your voice is heard. We listen to our customers and strive to deliver strong, responsive customer service.

Human: We give a personal touch and support to our customers and each other, treating everyone with respect and understanding

Committed: We use innovative solutions to improve our services and always stick to our word.

We pride ourselves on delivering consistently high levels of customer service and innovative products to organisations across all industries. Our vision is to become the best independent commercial energy supplier in the country. We aim to provide contracts that are straightforward, competitive, and most importantly, tailored to your business needs.

Investing in the Ruby Community

We are committed to fairness, transparency, honesty, and professionalism. By heavily investing in our people, processes, and systems, we continuously improve our customer engagement and service offerings.

Main Responsibilities (but not limited to):

Business Analysis & Process Improvement:

- Conduct in-depth analysis of business processes, systems, and workflows to identify inefficiencies and opportunities for improvement.
- Develop business cases and proposals for improvements, clearly outlining benefits, costs, and impacts on the organisation.
- Engage with stakeholders to gather requirements, ensuring the alignment of initiatives with business goals.
- Support small change and business as usual change and where necessary take the lead on Problem analysis and root cause work. Leading to proposal for improvement.

Project Support & Delivery:

- Perform as an analyst and, where necessary, support a project manager or act as a PM to facilitate the smooth delivery of projects.
- Translate analysis findings into actionable project plans, defining scope, objectives, and deliverables.
- Work closely with the Project Manager to ensure that projects remain on track and are delivered within agreed timelines and budgets.
- Maintain a responsibility to see proposals come to fruition, work within the delivery teams and across the business to drive improvements and bring about change and benefits.

Collaboration & Stakeholder Engagement:

- Build and maintain strong relationships with key stakeholders across the business, ensuring a clear understanding of their needs and priorities.
- Serve as a liaison between business units and the Change and Delivery team, ensuring effective communication and collaboration throughout the project lifecycle.

Change Management & Implementation:

- Support design, planning, testing, and development activities for business changes.
- Take ownership of solutions during the delivery phases, overseeing the go-live processes, and ensuring the smooth transition of change, including new systems, new ways of working and new or re-engineered processes.
- Help manage the transition from analysis to implementation, ensuring smooth handovers and continuous support post go-live.

Test and Training:

- As part of proposals and solution design, plan the full end to end testing of the changes. Work with Project Managers, business managers and sponsors to ensure this is appropriate.
- Oversee, take responsibility and facilitate end user training and User acceptance Training (UAT). Ensure it is fit for purpose and linked to the proposed change
- Facilitate with the Project Manager the other more technical aspects of end-to-end testing such as QA, SIT and unit testing

Post-Implementation & Monitoring:

- Monitor the success of implemented changes, using data and feedback to evaluate effectiveness.
- Identify further areas for improvement and ensure the long-term sustainability of process improvements.

Documentation & Reporting:

- Prepare and maintain comprehensive documentation of business processes, findings, and solutions.
- Provide regular updates to leadership on project progress, potential risks, and mitigation strategies.

Requirements to be considered:

- Strong experience in business analysis, preferably (but not essential) within the energy, utilities, Sales or related sectors.
- English & Maths GCSE Grades A-C (other qualifications are advantageous)
- Strong knowledge of business operations, particularly in areas such as sales, customer services, billing, and data management.
- Experience with project management methodologies (e.g., Agile, Waterfall) is a plus.
- High experience at using Spreadsheets, design tools and planning systems.
- Previous experience with Project Management working in multiple projects is preferred.
- Experience with project management methodologies (e.g., Agile, Waterfall) is advantageous.
- Must be able to work with Microsoft Office suite of Software e.g. Word, Excel, PowerPoint
- Must be proficient and able to use of Teams, Outlook and File and folder management
- Familiarity with PMO tools (Jira, MS Project, Monday.com) and IT CRM systems is advantageous.

Competencies:

- **Strong interpersonal and communication skills:** Engage with stakeholders at all levels of the business. Proactive and confident in chasing outstanding actions and liaising with team members to ensure progress.
- **Data analysis & problem-solving skills:** Comfortable assisting in gathering and analysing data as required with ability to find root causes and locate solutions
- **Strong analytical skills:** The ability to translate complex business processes into actionable insights including proven experience in business analysis: process mapping, and workflow optimisation.
- **Project management skillset:** Including experience in supporting project delivery.
- **Attention to detail:** Ensure accuracy and completeness in tracking tasks, actions, and project documentation and a focus on delivering measurable business improvements.
- **Teamwork:** Capable of working collaboratively across different teams and departments with capability to work in cross-functional teams and managing change within a complex organisation
- **Strong organisational skills:** Talent to manage multiple tasks and prioritise effectively in a fast-paced, dynamic environment. This includes excellent time management to manage deadlines and provide timely updates to relevant stakeholders.
- **Technical proficiency:** Competent in using project management tools and systems, with strong MS Office skills, particularly Excel, Word, and PowerPoint.

Benefits:

- Working hours - Monday to Friday
- Buy & Sell Annual Leave Scheme
- Employee Assistance Programme (EAP)
- Access to Employee Health Scheme
- Career development
- Employee Recognition Incentives
- Company events
- Monthly dress down days

- Tea & coffee facilities & On-site Canteen
- Local discounts / benefits.

What you need to do now...

If you would love to join us as our new Business Analyst, we encourage you to apply now!

Be part of our bright future and **talk to Ruby** today!