


Job Description		
Job Title	Technical Business Analyst	
Reports to	Business Systems Manager / CTO	
Direct Reports	N/A	

### Summary of Position

Complete ASAP is the UK's leading sales progression business, supporting Estate Agents, Auction Houses and Mortgage Brokers with an outsourced service.

The Technical Business Analyst bridges business operations and technology, designing, documenting, and delivering digital solutions that streamline processes and enable teams to work effectively.

The role is hands-on, combining business analysis, process design, and structured delivery, with a focus on low code and no code automation, operational reporting/MI (e.g. PowerBI), and system improvements across the business.

### Core Duties

- Understand and document current operational processes across teams
- Identify inefficiencies and prioritise opportunities for simplification and automation
- Design future-state workflows and define clear functional and technical requirements
- Manage delivery across the full system development lifecycle, from requirements through to rollout and adoption
- Build straightforward automations using low-code and no-code tools
- Responsibility for operational reporting and management information (MI), including dashboards, measures, and governed KPI definitions
- Coordinate with external technical partners for more complex development work
- Test, validate, document, and support user training to drive adoption

### Core Accountabilities

- Accurate process mapping and documentation of as-is workflows
- Well-defined to-be workflows with clear requirements and acceptance criteria
- Successful delivery of improvements and automations that reduce manual work and errors
- Effective stakeholder management across technical and non-technical teams
- Quality assurance through structured testing and validation
- Delivery of reliable reporting and MI that is trusted and used by operations and leadership
- Smooth rollouts supported by clear documentation, training, and adoption support

- Ongoing contribution to a culture of process excellence and structured delivery

## Competences

### Core Competencies

*This is what ASAP would expect all employees to have (or could be ASAP Company Values put in here)*

Professionalism  
Communication  
Attention to Detail  
Customer Service  
Team Working  
Empathetic  
Self-Motivated  
Maintains Standards  
Time Management

### Role Specific Competencies

*This is what we expect from the role.*

Time Management  
Building Relationships  
Problem Solving  
Resilience  
Analytical thinking and strong data curiosity

## Desirable Knowledge, Experience and Capabilities

Estate agency experience  
Experience delivering operational improvements in a service-led environment  
Hands-on familiarity with tools such as Zapier, n8n, Make, Activepieces, or equivalents  
Practical understanding of system integration patterns and API-enabled workflows  
Experience working with third-party developers and technical partners  
Experience supporting change management and user adoption  
Comfortable working with data models and KPI definitions for operational reporting  
Comfortable using SQL for validation and investigation  
Strong analytical problem solving with a practical bias to delivery

## Skills and Qualifications

### Desirable

Business analysis qualification or equivalent experience  
  
Experience with SDLC delivery methods (Agile, hybrid, or structured delivery approaches)  
  
Experience writing user stories, process documentation, and test scripts  
  
Power BI experience including report building, DAX measures, and Power Query transformations

### Working Towards

Formal BA certification where not already held  
  
Deeper technical competency in APIs, webhooks, data structures, and integration troubleshooting  
  
Tool-specific accreditation or demonstrable advanced capability in a chosen automation platform

## Working Relationships

This role will have working relationships with: All Complete ASAP colleagues.

### Internal

- Operations teams across Complete ASAP to understand workflows and support adoption
- Stakeholders and process owners to define requirements and prioritise improvements
- End users to validate solutions, testing, training, and rollout support

**External**

- Offshore developers and technical partners for complex builds and integrations
- Technology and platform vendors where relevant to tooling and workflows