

Business Analyst (Product Team)

Role Description and Recruitment Pack



Contents

Contents.....	2
Role overview.....	3
Why this position is important to us.....	3
The impact you will have in this role.....	3
Welcome to Stewardship	4
Our vision, mission and values.....	4
Job detail.....	5
Main responsibilities.....	5
It's all about you... ..	6
Desired skills and experience	7
Working for Stewardship	8
How to apply for this role	9

Role overview

Title:	Business Analyst
Hours:	35 hours per week
Contract:	Permanent
Location:	1 Lamb's Passage, London, EC1Y 8AB There is some flexibility to work remotely, although you must be able to work in the office at least twice per month, or as the organisation requires.
Reports to:	Product Manager
Salary:	£36,000 per annum
Closing Date:	9.00am Monday 27 th July 2026
	Interviews 10 th /11 th August 2026

Why this position is important to us

This role is key to helping Stewardship build the right things, in the right way, for the people we serve. As we grow our digital products, strong discovery, clear problem definition and effective collaboration are essential.

Working closely with the Product Manager(s) and another Business Analyst in the team, this role plays an important part in bridging business needs, user insight and technical delivery, bringing clarity to complex problems and ensuring our work delivers real value. By simplifying journeys and refining processes, you will help make generosity easier and more joyful for thousands of Christians across the UK and beyond.

The impact you will have in this role

You will shape product improvements that genuinely meet the needs of our donors and ministry partners, ensuring changes are well defined, well delivered and valuable. By bringing clarity to requirements and supporting teams through delivery and testing, you will improve the quality and pace of what we release. Ultimately, your work will help Stewardship better serve generous Christians and the causes they support, releasing more generosity for God's work.

Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, [please view our short video clip](#)

Job detail

Main responsibilities

To include, but not limited to:

Product discovery and problem definition

- Evaluate, document and review business processes and user journeys to understand current state and identify opportunities for improvement
- Support the Product Manager in shaping problem statements, defining scope and clarifying desired outcomes
- Collaborate on discovery activities such as user interviews, process mapping and user journey mapping

Backlog management and requirements definition

- Work with the Product Manager and product colleagues to elicit, analyse and translate business needs into clear requirements
- Refine and maintain the product backlog, ensuring items are clearly defined and prioritised
- Translate business needs into user stories with clear acceptance criteria aligned to product goals

Delivery, testing and continuous improvement

- Collaborate with managers, executives and the Product Manager to ensure changes to business processes are effective
- Conduct quality assurance and user acceptance testing, supporting delivery and release activities
- Support post-release evaluation to assess whether changes have delivered intended benefits
- Support the investigation of live issues as they arise

Stakeholder engagement and communication

- Act as a key point of contact for stakeholders, gathering input and ensuring shared understanding of priorities
- Support the Product Manager in communicating product progress, priorities and changes to the wider organisation

Adoption, training and team contribution

- Support training and coaching staff on new product features, applications and process changes
- Contribute flexibly to the work of the Product team and wider organisational priorities
- Other duties as directed by the Product Manager or senior members of the Product team

It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

You should be:

- Adept at problem solving, using creativity, clear analysis and good judgement to find practical solutions.
- A strategic, intellectually curious thinker who can frame problems clearly and stay focused on outcomes rather than outputs.
- Willing to learn and adapt, with an appetite for trying new things and quickly getting to grips with new applications, processes and procedures.
- Comfortable operating in ambiguity, iterating towards solutions and using initiative to serve colleagues and customers well.
- An effective communicator, with good written and oral communication skills and the ability to build shared understanding.
- A collaborative team player, able to work closely with Product Managers, developers, stakeholders and colleagues across a variety of teams.
- A practising Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.
- A motivated self-starter who contributes flexibly and positively to the work of the team.

Whilst we recognise that these skills are vast, we are still keen to hear from you even if you don't feel as though you can fulfil the full job specification. If you have a passion for Product and a strong problem-solving, can-do mentality, we would still love to hear from you and would consider you for this role on terms adjusted to reflect your experience.

Desired skills and experience

Skills and experience	Essential	Desirable
You have at least 5 GCSE's (or equivalent) at grade 4 or C or above, to include English and Maths.	✓	
Demonstrated experience writing software requirement specifications and test specifications	✓	
Experience writing high-quality user stories and acceptance criteria	✓	
Experience working within a product-led delivery environment	✓	
You have excellent time-management skills, being able to work well under pressure and prioritise tasks under rapidly changing circumstances.	✓	
You have strong IT skills, with a good working knowledge of all core Microsoft 365 applications.	✓	
You have an eye for detail and a passion for excellence in your work.	✓	
You have a flexible and resilient approach to work, with a confidence to handle shifting priorities in your daily tasks.	✓	
Familiarity with backlog management and product development practices		✓
Demonstrated experience generating reports using SQL		✓
Proficient in using the following tools (or similar equivalents): Aha!, Azure DevOps, Swagger, Azure AI Search, Figma/FigJam		✓
You understand motivations for Christian generosity and challenges that may be commonplace within the UK Church.		✓
You have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You will meet our Occupational Requirement to be a practising Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	

Working for Stewardship

Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service).

A salary sacrifice scheme for personal contributions is also available.

Q. Is it possible to work from home?

A. Yes, we are happy to offer flexibility for this role but would expect you to be able to work in our London office for a minimum of 2 days per month.

Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
- Hybrid and flexible working options
- Contribution to your charitable giving account
- Generous leave allowances
- Long service awards
- Participation in the Cycle to Work Scheme
- Death in Service benefit (4x annual salary)
- Option to join a Health Cash Plan
- Interest-free season ticket loan



How to apply for this role



Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- Undergoing a course of teaching or training in personal financial stewardship and giving/generosity or experiencing the benefits from personal discipleship in this area.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



How to apply for this position

You can apply online for this role at www.stewardship.org.uk/about-us/careers

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.



Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600, Extension 307

Email: careers@stewardship.org.uk

Stewardship

1 Lamb's Passage, London EC1Y 8AB

020 8502 5600

careers@stewardship.org.uk

stewardship.org.uk

Stewardship is the operating name of Stewardship Services (UKET) Limited, a registered charity no. 234714, registered in England & Wales, and a company limited by guarantee no. 90305, registered in England & Wales.

© Stewardship 2021