

christians
against
poverty

CAP

Recruitment pack

Portfolio Delivery: Business Analyst

Introduction

Poverty is a thief. It steals people's hope, their connectedness and their dignity. Families are living in fear, right here in the UK. We can't stand by and accept that.

But at CAP, we know that God is at work, restoring what poverty has taken. Our church-based movement has seen tens of thousands of lives transformed since we began in 1996.

We get to be a part of this work: showing God's love to people by offering them support that's financial, practical, emotional and spiritual. Every time we deliver our face-to-face services, every time we answer the phone to someone in crisis, every time we deliver the news that another family has just become debt free, we're sharing the message that there is always hope.

As Chief Executive, I love seeing what's possible when God's people work together. I want to invite you to play your part in this movement.

Together, let's make sure no one will face debt and poverty alone.

With blessings,



A handwritten signature in black ink that reads "Stewart McCulloch".

Stewart McCulloch
Chief Executive Officer

About CAP

Christians Against Poverty (CAP) has been serving people experiencing unmanageable debt and poverty since 1996. In that time, we've developed highly effective expertise to break into the overwhelming mix of financial difficulty, isolation, chaos and severe stress, and as a result we've seen tens of thousands of people break free and start afresh.

Backed by CAP's experience and expertise, hundreds of local churches across the UK deliver face-to-face debt help, job clubs, life skills groups and money coaching, through which people find hope, peace, freedom and, in many cases, a personal relationship with Jesus.

Together with churches and individuals who share our heart to see an end to UK poverty, we're a movement that's making waves across the UK, bringing the gospel message to life in local communities, and seeing lives transformed for eternity.

Our purpose

To inspire and equip churches across the UK to help people out of debt and poverty and see them become followers of Jesus.

Our vision

Transformed lives

We want to see people across the UK released from poverty, living with faith in Jesus and hope for the future.

Thriving churches

We want to see churches that have become the beating heart of their communities, actively serving them and bringing the hope of Jesus.

An end to UK poverty

We want to see a hope-filled society, free from poverty, with churches united to improve the lives of those facing debt and financial hardship.

Our values



We are Christ-centred

Christ-centred in action: rooted in faith and fuelled by love

Jesus first. Always. We share the gospel and are guided by his teaching. We demonstrate unwavering compassion, faith, and integrity with each other as well as those we serve, partner with and are supported by.

We're Christ-centred when we seek to behave like him in every action. We know that it's in God's strength, as his co-workers, that we do our work to bring his kingdom here on earth. Prayer and worship are patterns of our daily behaviour, and we inspire and equip churches as a channel of God's grace to the world.



We are joyful

In action: choosing gratitude and celebrating transformation

Whatever the reality of poverty throws at us, we choose joy. The deep joy that comes from being rooted in Christ is our strength and brings strength to others. Every day, we embrace thankfulness, rejoicing with our church partners when those we serve experience moments of faith and hope on their journey, discovering life to the full.

We don't ignore or minimise challenging circumstances, but intentionally focus on God's goodness amidst them, remaining thankful through the difficult and rewarding journey of serving people who experience poverty. We're joyful when we celebrate every win, big or small, for those we serve and partner with.



We are compassionate

In action: driven by justice and moved to action

Jesus wept. And so do we. Driven by a deep hunger for justice and mercy, we put others first and understand their experiences, showing empathy and care for those we serve, our partners, supporters and each other. We're moved to action every day by the poverty we see in our broken world.

We're compassionate when we're intentionally kind, listen actively, set boundaries, prioritise wellbeing, and offer and receive thoughtful feedback. With faith in Jesus' restorative justice, we pursue restoration and seek reconciliation.



We are collaborative

In action: collective innovation that transforms lives

We know we can't solve poverty alone, so we collaborate. We deliver our services in mutual relationship with the UK Church, and partner with individuals, groups and people of influence to reach our vision. We include all voices, welcome diverse perspectives and remain agile in our approach. We innovate together to solve problems and make a dynamic impact on UK poverty.

We're collaborative when we work transparently, pursue excellence and remove hierarchy. We co-design with those who've experienced poverty, knowing their expertise delivers stronger solutions for everyone. By working together in this way, we collectively bring Jesus' message to the world.



We are bold

Boldness in action: fearless service and uncompromising effort

Poverty won't give up, so neither will we. Our team and ministry is dynamic and determined. We stand uncompromisingly on our faith in Jesus and fearlessly follow him into the darkest places. We embody courage and conviction in all we do, presenting the gospel message in words and actions.

We're bold when we take full responsibility for our actions and outcomes to deliver exceptional service to our church partners and those we serve. Boldness means speaking truth to power, offering prayer and choosing Christ-like actions.



About the Executive team

The Executive team are a group of experienced and skilled individuals who each hold the dual responsibility of leading their directorates and the wider charity. We're committed to working in collaborative and agile ways to develop and lead organisational culture and strategy. We lead in a manner that serves and equips our teams, ensuring Jesus is central in our activities and the way we work together.

You can find out more about the team at capuk.org/about-us/our-team



Portfolio Delivery: Business Analyst

Context

Portfolio Delivery is a dedicated centre of excellence in project management and business analysis, focused on enhancing CAP's vital work throughout the UK. Our team collaborates with key stakeholders to identify and prioritise initiatives across the charity, capturing business requirements and transforming them into effective solutions that ensure optimal use of our resources. We manage and deliver initiatives that advance CAP's mission and strategic goals. We promote agile methodologies, lead development and innovation projects, and empower other teams within CAP to grow in these areas as well.

Purpose

The primary role of a business analyst is to translate business requirements into actionable plans for implementation, typically by a technical team, or alternatively through process improvement. This involves collaborating with Product Owners, stakeholders, and users to clarify requirements, facilitate design, improve processes, and create reference documentation for technical teams. This documentation aids in the development of products and enhances overall process efficiency. Additionally, there may be occasions where it is necessary to evaluate technical products, tools, and processes in relation to business needs. This evaluation helps teams effectively adopt new technologies and streamline processes in a timely manner.

Passion

We are dedicated to developing insights that shift conversations, implementing strategies that transform clients' lives, and delivering ideas that shape the future of CAP. We pride ourselves on being innovative, effective, and strategic.

Reporting to: Head of Portfolio Delivery

Role

Accountabilities

- To work and assist teams in capturing and defining requirements using techniques like user stories and use cases.
- To create wireframes and mockups to facilitate iterative discussions
- To facilitate detailed designs in conjunction with technical teams
- To align designs to organisational and architectural best practice
- To facilitate test approaches and test script creation
- To support the creation of train the trainer and training materials
- To ensure knowledge is shared across the wider agility department.
- Stay up to date with developments in business analysis best practice.
- To escalate any project hold ups or major risks as appropriate
- To actively participate in technical strategy and process improvement discussions.
- Identify opportunities for automation and the ethical use of AI to streamline repetitive tasks, freeing up Support Hub capacity for strategic initiatives

Measurable Outputs

- Delivery of process improvements that measurably reduce operational costs or administrative burden for Support Hub and local CAP workers, allowing us to increase the number of clients/delegates helped.
- Projects completed to scope and quality within agreed timescales, minimising post-release issues.
- High levels of positive engagement and collaborative solution design with internal partners.
- Successful system deployment is evidenced by positive user feedback and high adoption rates.

Culture

Working at CAP is more than a job; it's a commitment to a community and movement. We believe that a healthy culture is the fuel for our mission. This means we prioritise 'spiritual rhythms' in our week—including dedicated time for morning prayer, worship, and team huddles. We are a 'joy-filled' office, which means we celebrate every win, from a client becoming debt-free to a colleague's personal milestone. We expect our team to be 'all in'—not just in their tasks, but in contributing to a supportive, laughter-filled, and prayerful environment.

CAP is a mission-driven, fast-paced, and deeply relational environment. You will find a culture that prioritises:

- **Spiritual Rhythms:** We start our days with prayer and worship, staying connected to our 'Why.'
- **Celebration:** We are 'Debt-Free' obsessed. We ring bells, share stories, and celebrate transformation.
- **Collaborative Bravery:** We tackle big problems (like UK poverty) by working across teams and daring to try new things.
- **Inclusive Belonging:** We want you to bring your whole self to work, knowing you are valued for who God made you to be

Other Responsibilities

- Being willing to pray with each other and fully engaged with our Christ-centred culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer programme and other fundraising initiatives.
- Attending annual CAP staff conferences and team revive days.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person

Education

- Degree level or equivalent vocational training

Experience

Essential

- Delivering projects that satisfy user requirements
- Applying analysis concepts (e.g., process modelling, user stories).
- Working using own initiative in a fast-paced environment.
- Experience in business analysis practice, including process modelling and writing user stories

Desirable

- Agile methodologies and software development practices.
- Experience with Salesforce or similar CRM platforms.
- Experience in the charity sector or technology teams.
- Understanding of AI tools and automation potential.

Skills/Abilities

- Ability to understand and document requirements clearly
- Ability to refine complex requirements into technically feasible solutions.
- Excellent communication and professional calm in challenging situations.
- Ability to communicate complex or technical information in documents, spreadsheets, diagrams or aurally at all levels
- Technically minded and adaptable.
- Able to build and maintain a good level of organisational awareness.
- Strong change management capabilities to support users through digital transformation.

Christian commitment

- The candidate must be able to verbally assent to and practically demonstrate Christians Against Poverty's statement of faith and core values.
- The candidate must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's statement of faith (see Appendix 1).

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following CAP's Safeguarding policy in addressing any concerns appropriately.

How to apply

Please apply via our website.

If you have any questions regarding this opportunity please contact recruitment@capuk.org



Thank you for your interest in using your skills to tackle UK poverty.

Statement of faith



The triune God

We believe that there is one living God, revealed through the Bible as the Father, the Son and the Holy Spirit. The universe is the creation of the one living God and reveals God's existence, power and goodness.



Human beings

Every human being, male and female, is an image bearer of the Creator – created in order to love, worship and obey God. We're built to relate to one another in love, to care for creation and to seek justice compassionately. Being made in the image of God, every individual is unique, sacred, dignified and equal.

God loves and cares for everyone as shown by the sacrifice of Jesus Christ and the grace this sacrifice makes possible.

All humans have sinned (acted contrary to God's nature and purpose) by rejecting his authority and disobeying his commands. We're therefore alienated from God, one another and creation. This unchecked rebellion leads to eternal separation from God.



Jesus the Christ

Jesus of Nazareth is the Son of God, the Messiah uniquely appointed by God to bring salvation to the world. Jesus Christ, being in very nature God, came to Earth. Becoming truly man, he taught and modelled for us the new life of the kingdom of God. In his death on the cross, he took upon himself the sin of the world, bearing its full cost and penalty. This was so that we can be put right with God through his grace, by faith in Christ alone.

On the cross, Christ also entered into our suffering, defeated the powers of evil and accomplished the reconciliation of all creation. In his bodily resurrection, he defeated death for us all and gave us the way to eternal life. Through his ascension, he is exalted as reigning Lord. At his return, he will fully establish the universal reign of God's kingdom.



Holy Spirit

The Bible testifies to the Holy Spirit's activity both in creation and history as well as in our lives, empowering us to love generously, experience freedom, fight for justice and proclaim the gospel. The Holy Spirit convicts of sin, leading to faith and repentance, and unites believers to Christ.

Through Christ, God's Spirit is poured out on all believers. The Spirit gives gifts, along with the power to proclaim and demonstrate the gospel, discern truth, pray effectively and advance the kingdom of God.



The Bible

The Bible tells the universal story of creation, the fall and God's redemption of humanity. Ultimately it tells of the hope of a new creation, begun through the person and work of Jesus Christ.

We believe the Bible is the word of God spoken through human authors and that it is trustworthy in all it affirms. We view it as the ultimate revelation of God's identity, character, purposes and actions. We submit to it as supremely and uniquely authoritative for our belief and behaviour.



The Church

The Church is the worldwide community of believers who have been called by God to represent his character of holiness and compassion and to bring justice on earth. We exist to fulfil his mission of proclaiming the new life made possible through the cross and resurrection of Jesus Christ.

As the Church, we're called to worship him and to love him with all our heart, mind, soul and strength and to love our neighbours as ourselves.

Therefore, as Christians Against Poverty, we commit ourselves to: