



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**

Standard Template

<b>JOB TITLE:</b>	Business Analyst		
<b>GRADE:</b>	G8	<b>SERVICE AREA:</b>	Transformation and Digital
<b>JOB CODE:</b>	CG64BUSIG8		
<b>REPORTS TO:</b>	Head of Transformation and /or Transformation Programme Manager	<b>LOCATION:</b>	As required
<b>SPECIAL CONDITIONS:</b>	<ol style="list-style-type: none"> <li>1. Attendance at Council meetings and any associated public meetings including occasional evening and weekend working may be required</li> <li>2. Casual car allowance</li> <li>3. Confidentiality to be maintained at all times</li> <li>4. This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers.</li> </ol>		

**1. Main purpose of the job role:**

- Consult with and identify stakeholder requirements for service improvements, working with stakeholders to shape and specify Business Solutions assignments to achieve transformation outcomes
- Deliver Business Change assignments to specified terms of reference, on time, adhering to governance processes, within budget and in accordance with agreed milestones and outcomes
- Undertake business analysis jointly with service areas, both staff and management, gaining the support and ownership of all service stakeholders in accordance with good practice methodologies including Prince2 project management
- Define, analyse and document business problems and issues using agreed metrics, business process mapping, workflows, structures and procedures
- Through personal analysis and gaining the views and input of service specialists, develop proposals and potential solutions to resolve business issues and problems to achieve process improvements and efficiencies.
- Develop proposals for the resolution of service problems and the delivery of transformational change which include the development of outline delivery plans
- Identify and promote improved process solutions and use of technology during interactions with service managers
- Build links with other organisations and maintain awareness of the public sector change agenda to ensure that the Council is able to leverage learning and resources from elsewhere as appropriate

## **2. Role specific duties and accountabilities:**

- Ensure that all Business Change assignments and proposals are documented appropriately and in accordance with agreed formats and procedures and that there is accurate and timely reporting of activities
- Ensure that business cases and benefits realisation proposals are agreed for each assignment with the services
- Document, monitor and escalate project/ programme risks to the appropriate Programme or Project Boards as appropriate
- Coordinate and conduct analysis of business areas (including policy, process and procedural reviews to capture the current 'As Is' ways of working and to identify improvements in processes, delivery methods and standards which will contribute towards the future 'To Be' Operating Model.
- Identify new areas of efficiency and better ways of working to enhance the transformational change.
- Liaise with the ICT team as appropriate, in the development and deployment of technology solutions in improving processes and service delivery
- Provide an effective challenge to Council processes and procedures that inhibit transformational change.
- Work with the Transformation Groups to identify further initiatives to continuously develop the Transformation agenda and programme
- Preparation of service improvement plans that will modernise and deliver improved efficiency and effectiveness of Council services. Analyse and report the cost-effectiveness of service improvement options through the benefits realisation model
- Facilitate the development, where appropriate, of feasibility studies and option appraisals for Service Improvement
- Conduct post-implementation reviews of Improvement plans
- Participate as appropriate in the development and implementation of corporate standards to support the delivery of the Business Change agenda

## **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To

support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE	Business Analyst	GRADE	G8
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document			
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)			
Ability to demonstrate excellent communication skills with capability to deal with people at all levels, to facilitate engagement with transformational activity		A/I	3
Ability to develop process maps and streamlining activities working with the business		A/I	3
Ability to demonstrate an excellent understanding of the council's business change needs and their alignment with the council's vision		A/I	3
Ability to demonstrate sound analytical skills		A/I	3

Demonstrate an understanding of service improvements techniques and the relevance to business change activities.	A/I	3
Ability to demonstrate knowledge and experience of conducting feasibility studies and /or options appraisals and the production of requirements specifications	A/I	3
Ability to facilitate meetings and work closely with customers	A/I	2
Ability to organise, plan and deliver own work as assigned	A/I	2
Demonstrate good presentation skills both written and verbal	A/I	3
Ability to work as part of a team with minimum supervision	A/I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Previous experience of working within a large service based organisation to include knowledge and practical experience of service improvement techniques, problem solving and analysis	A/I	3
Extensive experience of business analysis in a large organisation	A/I	2
Evidence of continuous professional development (where applicable)	I	2
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Qualified by experience in business analysis practice, techniques and demonstrable outcomes / business benefits realised.	A	3
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
<b>Prepared by:</b>		<b>Date:</b>