



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

Standard Template

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| JOB TITLE: | Senior Business Analyst | | |
| GRADE: | G10 | SERVICE AREA: | Transformation and Digital |
| JOB CODE: | RT409SENIG10 | | |
| REPORTS TO: | Transformation & Change Lead | LOCATION: | Civic Centre |
| SPECIAL CONDITIONS: | <ul style="list-style-type: none"> • Attendance at Council meetings and any associated public meetings including occasional evening and weekend working may be required • Confidentiality to be maintained at all times • This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English. • Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term. | | |

1. Main purpose of the job role:

- To lead on business analysis projects ensuring that the Council’s key business transformation and continuous improvement projects are delivered to time and budget and to a high quality.
- To lead and contribute to the development to a high performing and proactive transformation and change team delivering comprehensive and innovative business analysis and transformation solutions that deliver continuous improvement, cashable benefits and the council’s priority outcomes.
- To quickly build and maintain relationships with senior key stakeholders and produce and deliver stakeholder management plans to enable transition to new business operating models.
- To be responsible of developing and maintaining the business analysis and continuous improvement toolkit based on recognised best practice methodologies
- To support the council on its transformation journey by identifying opportunities to deliver the Proud benefits through business analysis.
- To lead and manage customer relationships and expectations by developing a communication process to keep others up to date on business analysis project results
- To be responsible of embedding a collaborative approach with Service Managers to deliver evidence-based transformation and programmes as part of the Council’s continuous improvement plan and in line with corporate and service priorities focussing on delivering an improved service user experience with demonstrable operating efficiencies.

- To lead the delivery of business analysis, transformation and change work to a high standard using recognised business analysis and continuous improvement methodologies i.e., Lean, Systems thinking, digital automation and process redesign.
- To be responsible of identifying, creating, and facilitating transformational process design changes by conducting business and systems process analysis and design at a complex level; focusing on quality improvement and data management; ensuring data is reliable and valid; developing process improvements or re-engineering and recommending elimination; integrating new systems and processes with existing ones
- To provide excellent leadership, direction, and effective management of resources, ensuring professional standards and best practice act as key drivers within a culture of continuous service improvement and value for money.
- To operate in a matrix management environment, managing complex work of junior business analysts within project-based assignments.

This post reports to The Change Programme Manager

Any other duties which may reasonably be required in accordance with the duties and responsibilities indicated and which are appropriate to the post covered by this Job Description.

2. Role specific duties and accountabilities:

- To act as a champion for innovation and continuous improvement. Scrutinise and challenge all projects and programmes to ensure continuous improvement acts as a key driver and a measurable outcome
- To deploy appropriate business improvement and analysis techniques such as Lean, and Agile to manage and implement business transformation and change projects that enable cashable and non-cashable benefits
- To lead business analysis and manage the elements of transformation and change projects focused on delivering efficiencies and improved service user experience.
- To be responsible of producing reports for audience levels based on business analysis conducted in different service areas, explaining complex technical information in the business context and easy to digest
- To lead on the creation of Continuous Improvement material and training for service leads in the Council supporting cultural change
- To support the business in implementing and imbedding the new ways of working to secure the delivery of benefits
- To coach, train and develop junior business analysts in the organisation
- To produce complex sets of data analysis reports including recommendations for senior management on service changes and opportunities for benefits delivery
- To work in collaboration with Proud Programme, project managers and PMO embedding business analysis tasks in the main programme plans

- To adhere to the Proud PMO standards requirements and governance and contribute where required
- To lead on the design, organise and facilitate business analysis and change activity with staff at all levels and external stakeholders, developing a strong understanding of their current and future requirements and the change required to meet future outcomes.
- To creatively apply business analysis, technical knowledge, and expertise to enable, support and review the business operating aspects of transformation and change in the Council's services.
- To influence the shape and direction of projects, providing added value by constructive challenge to reconcile conflicting viewpoints amongst senior stakeholders
- To lead the analysis of complex demand and failure demand
- To prepare and deliver outcome-based workshops with different audience levels
- To produce change management plans and training specification embedding new processes and ways of working.
- To engage with programmes, other services, and officers to identify where business analysis and improvement activities are needed and to ensure options for future service design, including delivery, implementation and benefits realisation are developed and evaluated in an evidence-based way
- Work effectively with partners from within and outside of the council, such as consultants and specialists
- To lead in identifying new areas of efficiency and better ways of working to enhance the transformational change and progress the Council's Continuous Improvement Plan and improve the customer experience
- To present complex information to senior stakeholders managing expectations and complex decisions
- To apply expertise in managing the interests of senior stakeholder and have the experience in holding sensitive service findings conversations
- To lead the work with service areas through business transformation in the delivery of cash savings and efficiencies whilst improving customer service
- To lead the design of User Acceptance Testing plans (UAT) and scripts when solutions are implemented
- To be responsible for accurate requirements engineering working with other expertise in the Council such as the Digital and transformation team
- To apply expert knowledge in undertaking business process modelling including rapid events (Kaizen)

- To be responsible of validating cashable benefits coming from process workings with Finance
- To be responsible of identifying risks around recommended solutions or changes, communicate them and recommend mitigating controls to senior management and service managers
- To attend, produce and present reports as required to a wide range of senior stakeholders and senior leadership boards
- To provide senior expertise in working as part of a project team with services to implement and embed revised business processes and new ways of working and to devise and monitor actions plans that realise and sustain benefits.
- To produce complex processes costing models options
- To influence the design and direction of the projects in all business analysis aspects

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 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: Senior Business Analyst | GRADE: G10 | |
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| 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 | WEIGHT CODE shows relative importance Low=1 Medium=2 High=3 |
| Behaviours: refer to corporate behaviours document | | |
| Professionalism - 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 |
| Leadership - 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 | |
| Accountability - 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 |
| Transparency - 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 |
| Ethical - 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 |
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| Abilities/Skills: (refer to JE guidance document) | | |
| Fully competent in the use of standard Microsoft Office products such as Outlook, Word, Excel, PowerPoint, MS Teams and MS Project | A/I | 3 |
| Ability to produce written documents and presentations to a high standard for a range of audiences, communicating complex and sensitive information to senior management. | A/I/T | 3 |
| Ability to analyse and present complex and large sets of data used in business transformation and continuous improvement projects, analyse, and interpret complex information and present this to others in an easily understood way for non-technical audiences (Data analysis) | A/I/T | 3 |
| Able to produce clear and concise written project plans adhering to the Council programme and project management methodology and governance | A/I | 3 |
| Effective listening and negotiating skills and ability to challenge and able to resolve conflicts at all levels | A/I | 2 |
| Ability to work with and lead service managers and senior management from functions and services across the Council | A/I | 2 |
| Able to effectively coach others | A/I | 2 |
| Quickly builds strong working relationships and networks with senior stakeholders obtaining buy in | A/I | 2 |

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| Able to achieve demanding deadlines and targets working under pressure | A/I | 3 |
| Ability to manage a complex workload and meet tight timescales. | A/I | 3 |
| Ability to deliver work of high quality, accurately and in a timely fashion. | A/I | 3 |
| Knowledge/Experience: 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 business analysis | A/I | 3 |
| A significant understanding of the techniques associated with continuous improvement such as Lean, Root Cause Analysis, Kaizen, Kanban, Agile, Change management | A/I | 2 |
| Significant experience in managing difficult complex stakeholder's interests | A/I | 2 |
| Experience working in a matrix management environment | A/I | 2 |
| Experience using change management best practice methodologies | A/I | 2 |
| Experience analysing complex current process demand and failure demand | A/I | 2 |
| Significant experience developing and delivering outcomes-based workshops covering all organisational levels | A/I | 2 |
| Significant and senior level experience leading BA professional in large scale transformational programmes | A/I | 2 |
| Excellent knowledge of business analysis and project & programme management techniques, i.e.: Lean, Agile, Prince2 and or MSP | A | |
| Knowledge and senior experience of business and data analysis techniques | A/I | 2 |
| Experience applying the principles of programme and project management and their application to business change, analysis, and transformation projects | A/I | 3 |
| Demonstrable experience of change management and continuous improvement project implementation. | A/I | 3 |
| Experience of delivering technology-based improvements and developments which deliver real efficiencies, enhance the end users experience and improve working processes. | A/I | 2 |
| Experience of delivering business analysis and developments which deliver real efficiencies, enhance the end users experience and improve working processes. Proven experience as a business analyst | A/I | 3 |
| Experience of producing costing models, calculation of cashable savings in relation to process redesign and automation | A/I | 2 |
| Experience handling multiple project requests in a fast-paced environment. | A/I | 3 |
| Experience in coaching other more junior staff and support the continuous improvement of the team and organisation | A/I | 2 |
| Significant experience of delivering complex business process changes into the business | A/I | 3 |
| Experience writing findings and recommendations reports and present sensitive information to senior management | A/I | 3 |
| Qualification: 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. | | |
| ISEB business analysis qualifications (an advantage) or any other BA transformation training or evidence of equivalent and relevant experience | A | |
| Other Essential Requirements | | |
| An awareness of, and commitment to, equality of opportunity | I | 3 |
| Awareness of, and commitment to, confidentiality and handling data | I | 3 |

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| NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post. | | 1 | 3 |
| Prepared by: | Catherine Llewellyn | Date: | 27 th June 2022 |