



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

Standard Template

JOB TITLE:	Transformation and Change Business Analyst		
GRADE:	G8	SERVICE AREA:	Transformation and Digital
JOB CODE:	RT410BUSIG8		
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 provide business analysis expertise to ensure that the Council's key business transformation and continuous improvement projects are delivered to time and budget and to a high quality.
- To contribute to a high performing and proactive transformation and change team delivering comprehensive and innovative business analysis and transformation solutions that deliver continuous improvement and outcomes.
- To work in a collaborative manner with Service Managers to deliver evidence-based transformation 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 be responsible of the delivery of projects to a high standard:
 - Using recognised business analysis and continuous improvement methodologies (i.e., Lean), following the council's standard approach to change and utilising appropriate tools and techniques
 - Using corporate / recognised project management standards and governance
 - Reviewing projects regularly and capturing lessons learnt
- To act as a champion for innovation and continuous improvement, seeking opportunities for rapid process design solutions. Scrutinise and challenge all transformation projects and programmes to ensure continuous improvement acts as a key driver and outcomes are agreed and measurable.

- 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:

- Apply business process improvement and reengineering techniques to achieve process efficiencies
- Design, organise and facilitate business analysis and transformational change activity and workshops 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.
- Creatively apply business and technical knowledge to enable, support and review all aspects of change and improvement in the Council's customer and internal facing processes and services
- Influence the design and direction of projects, providing added value by constructive challenge to reconcile conflicting viewpoints
- Engage with customers, staff, and stakeholders to deliver and manage change
- Identify new areas of efficiency and better ways of working to enhance the transformational change and progress the Council's Continuous Improvement Plan
- Support service managers, prepare action plans for the implementation and maintenance of quality assurance within their areas of responsibility
- Work with technical teams to gather and engineer solutions requirements, including rapid process improvements
- Apply appropriate business analysis techniques to understand and document the AS-IS position of a service, provide recommendations, and model the TO-BE future state operating model elements
- Effectively interpret complex data and communicate this via reports and recommendations for business process improvements and change adoption to senior managers
- Work with service areas through business transformation in the delivery of cash savings and efficiencies whilst improving customer service.
- To be and remain competent and up to date with appropriate improvement skillsets (such as LEAN, Systems Thinking, Activity Based Costing, Process, Organisational Design, risk and change management and other similar methodology or techniques as directed or discovered) so that they can be applied to the implementation of business improvement and analysis projects that enable Services to become more efficient and effective as part of Council-wide transformation.
- Attend, produce and present reports as required to a wide range of senior stakeholders and Senior Leadership boards.

- Produce project management documentation such as project plans, risk assessments and benefits plans.
- Working with others to carry out business improvement and analysis projects by applying skills including evidence-based scoping and root-cause analysis, benchmarking, research, data analysis, end-to-end process mapping and redesign and benefits profiling to generate and evaluate options for future service delivery.
- 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.
- Providing advice, training, mentoring and support to service managers and other Council officers on all aspects of business improvement and process optimisation in line with agreed Council priorities – leading on change adoption and an embedding continuous improvement culture
- Communicating information and preparation of reports based on current data analysed
- Develop and maintain effective working relationships with officers at all levels and other relevant internal and external stakeholders to facilitate effective and sustainable business transformation and continuous improvement. Apply stakeholder management techniques to obtain buy in and progress transformational projects
- To apply expertise in continuous improvement with techniques, to contribute to cultural change and operational efficiency
- To contribute to a repository of analysis artefacts for ease of future reference and audit purposes.

3. Corporate duties and accountabilities:

- This post reports to the Change Programme Manager
- 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	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
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/T	3
Ability to produce written documents and presentations to a high standard for a range of audiences	A/I/T	3
Ability to analyse and present 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	A/I	3
Effective listening and negotiating skills and ability to challenge,	A/I	3
Knows when to escalate issues to managers, but always seeks to provide solutions to problems when doing so	A/I	2
Able to work effectively as part of a team or on own initiative	A/I	2
Committed to learning from and sharing knowledge with others	A/I	2
Able to achieve demanding deadlines and targets working under pressure	A/I	3
Committed to supporting colleagues and collaborate to ensure team goals are met	A/I	2

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 good understanding of the techniques associated with continuous improvement such as Lean, Root Cause Analysis, Kanban, Agile, Change management		A/I	2
Good knowledge of business analysis and project & programme management techniques, i.e.: Prince2 and or MSP		A	
Knowledge and 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
An understanding of critical role of business improvement and analysis work in supporting organisational transformation and change and understanding of the Council's transformation objectives and priorities.		A/I	3
Demonstrable experience of business analysis and change management and continuous improvement project implementation		A/I	3
Experience of delivering business improvements and developments which deliver real efficiencies, enhance the end users experience and improve working processes.		A/I	3
Experience of producing, analysing, and assessing business cases as well as planning and scheduling projects		A/I	3
Experience of delivering complex business process changes into the business		A/I	3
Experience writing findings and recommendations reports		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 (would be 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
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		I	3
Prepared by:	Catherine Llewellyn	Date:	16 th June 2022