



JOB TITLE:	Customer Business Analyst (Service Design and Implementation)		
GRADE:	G8	SERVICE AREA:	Customer Engagement
JOB CODE:			
REPORTS TO:	Customer Business Readiness Lead	LOCATION:	Flexible working including Civic Centre and other
SPECIAL CONDITIONS:	<ol style="list-style-type: none">1. Attendance at Council meetings including occasional evening and weekend working may be required2. Confidentiality to be maintained at all times3. This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.		

Main purpose of the job role:

- To provide 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 change, knowledge and reporting team delivering comprehensive and innovative analysis and solutions that deliver continuous improvement and outcomes.
- 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
- To act as a champion for innovation and continuous improvement, being responsible for improvements and optimisation, particularly in field of specialism

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 analysis and change activity in 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.
- 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 change and progress of Customer Strategy and Service Transformation Plans

- Support service leads, prepare action plans for the implementation and maintenance of quality assurance within their areas of responsibility
- 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
- 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)
- 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 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 Customer Engagement 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 contribute to a repository of analysis artefacts for ease of future reference and audit purposes.

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 their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- 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 Customer 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:		
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.		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.		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.		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.		3
Abilities/Skills:		
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, 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	A/I/T	3
Effective listening and negotiating skills and ability to challenge and able to resolve conflicts at all levels	A/I	3
Ability to work with and lead service managers and senior management from functions and services across the Council	A/I	3
Able to produce clear and concise written test and plans adhering to the Council programme and project management methodology and governance	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 testing	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	3
Experience in managing difficult complex stakeholder's interests	A/I	3
Experience working in a matrix management environment	A/I	3
Experience using change management best practice methodologies	A/I	3
Experience analysing complex current process demand and failure demand	A/I	2
Experience leading a test team in large scale transformational programmes	A/I	3
Excellent knowledge of change and project management techniques, i.e.: Lean, Agile, Prince2 and or MSP	A	1
Knowledge and senior experience of business and change management techniques	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 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	1
Experience of delivering complex business and IT test changes into the business	A/I	3
Experience writing findings and recommendations reports and present sensitive information to senior management	A/I	3
Evidence of continuous professional development (where applicable)	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.		
Business analysis or change management qualification or evidence of equivalent and relevant experience	I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	
Awareness of, and commitment to, confidentiality and handling data	I	
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	Kirstin Smith	Date: 11/24