JOB DESCRIPTION

JOB TITLE: Business Analyst

POST NO:

SERVICE: ICT

SALARY/GRADE:

RESPONSIBLE TO: Head of ICT Improvement

RESPONSIBLE FOR:

MAIN PURPOSE OF POST: Investigate and analyse business activities which can be supported through the Council’s digital platform.

Description

This role is an important position within the ICT Digital Innovation team. The post holder will be responsible for investigating and analyzing business activities and processes with the objective of transforming the operation through the implementation of a digital platform and business process reengineering (BPR).

Duties and Responsibilities

- Undertake process categorisation activities to understand and document existing business process flows and operational structures, and translate these into an effective platform system build;
- Provide training, coaching and support to operational teams and management throughout the transformation process;
- Work with the operations and project team to identify, agree and apply system build refinements;
- Generate management information for use by the operations and internally by the project;
- Review, analyse and evaluate current business processes and practices to propose and implement improvements;
- Understand how people, processes and systems interact and identify where technology (such as integration, automation, robotics), as well as process re-engineering, could be applied to improve these interactions;
- Conduct cost/benefit analysis with the support of the existing team;
- Develop business cases;
- Work effectively with clients and colleagues with a diverse background, skills and seniorities;
- Facilitate meetings and workshops for team members and key stakeholders;
- Communicate between internal departments and external parties, acting as a ‘translator’ where necessary to confirm how the project can support the organisation’s needs;
- Help the organisation to develop its functions, services and products to meet goals with internal and external stakeholders.
Corporate responsibilities

- Actively contribute to the leadership of the council and encourage a "One Council, One Team" approach.
- Promote equality amongst staff and ensure services are delivered in a non-discriminatory way and are inclusive of disadvantaged groups.
- Adherence to all Council policies and procedures.
- Participate in emergency planning and business continuity arrangements as directed by Senior Officers, ensuring that effective resourcing arrangements are in place.
- Occasional out of hours working may be required.
- Undertake any other duties as required to meet the needs of the business.
PERSON SPECIFICATION

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SALARY/GRADE:

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SKILLS / KNOWLEDGE / ABILITIES

One Council One Team
1. Approachable and able to influence and work effectively across a range of service disciplines and with a range of people.
2. Has knowledge of the issues facing Local Government and their impact on service delivery.
3. Experience of interpreting vision and strategy to drive delivery through people.
4. Able to maximise opportunities to add value to the customer and support economic, sustainable growth.
5. Experienced in creating an inclusive environment to deliver business objectives.
6. Welcomes challenge, however uncomfortable

Can Do
1. Experience of working with ICT platforms and developing solutions.
2. Keeps own knowledge and skill set current and evolving.
3. Able to give clear, honest feedback and support teams to succeed.
4. Experienced in reviewing, challenging and adjusting performance levels to ensure quality outcomes are delivered on time, rewarding success.
5. Experienced in finding ways to improve systems and structures to deliver with more streamlined resources.
6. Able to spot warning signs of things going wrong and provide a decisive response to significant delivery challenges.
7. Proven ability to maintain effective performance in difficult and challenging circumstances.

Customer Focused
1. Able to work collaboratively across boundaries to ensure that strategic outcomes are maximised within the resources available.
2. Able to approach issues with a broad view, identifying essential elements and translating them into working solutions.
3. Experienced in establishing mechanisms to seek out and respond to feedback from customers about the service provided.
4. Experienced in developing proposals to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners.
Honesty and Respect

1. Experienced in communicating in a straightforward, honest and engaging manner with all stakeholders and stands ground when needed.
2. Able to demonstrate a very high level of presentation skills and the ability to communicate confidently with colleagues and partners at a senior level.
3. Able to promote the work of the council and play an active part in supporting the council values and culture, challenging unacceptable behaviour.
4. Role models enthusiasm and energy about their work and motivate others to do the same.
5. Experienced in pushing decision making to the right level, removing unnecessary bureaucracy and structure to allow innovation and delivery.
6. Able to analyse and evaluate data from various sources to identify pros and cons and identify risks in order to make well considered decisions in line with policies/constitution.
7. Able to identify the main issues in complex problems, clarify understanding or stakeholder expectations, to seek best option
8. Able to make difficult decisions by pragmatically weighing the complexities involved against the need to act
9. Experienced in keeping commercial considerations continually in mind when taking actions or making decisions.

Experience

1. Ideally educated to bachelor degree level and/or holds a relevant professional qualification.
2. Broad knowledge of business analysis techniques
3. Ideally holds a Lean qualification
4. The post holder will be expected to perform at SFIA level 4