

Job Description ***BUSINESS ANALYST***

Service:	Digital Services	Team:	Strategy & Assurance: Digital Analysis
Location:	Preston		
Salary range:	£43,421 - £48,474	Grade:	10
Reports to:	Principal ICT Engineer/Designer	Staff responsible for:	None

Job Purpose

The role holder translates senior client business issues into effective Business Improvement projects and programmes that make measured improvements to business performance, service performance and/or customer satisfaction. Using high-level insightful analysis, the Business Analyst designs and manages customer centric Business Improvement programmes that deliver customer satisfaction, cost reduction and business benefits. Acting as an ambassador of Business Improvement the BA influences operational people by adopting different working practices, by closely involving them in the development of Business Improvement activity; and enabling them to implement and sustain the changes.

Accountabilities/Responsibilities

- To lead and deliver all aspects of strategic improvement and change activity in a defined functional discipline or cross-business process.
- To lead key business improvement and change programmes linked directly to the business strategy.
- To lead and deliver all aspects of analysis that will lead to the identification of programmes and major change initiatives in defined functional disciplines.
- To support the Business Architect/business improvement discipline in building the appropriate business improvement skills infrastructure within Digital Services.
- To embed a 'business improvement' way of working at all levels of the organisation that delivers sustainable improvement including improved customer satisfaction, increased revenues and decreased costs.
- To demonstrate the value of using 'business improvement' techniques by helping people to understand what and how they will help them to achieve their goals.
- To challenge non-fact-based decisions, and create both innovative and disciplined ways of working.

- To communicate business improvements in a compelling, inspiring and interesting way using real case study examples.
- To lead external / internal benchmarking activities in support of improvement initiatives.
- To provide a common point for the migration of best practice/performance into wider activities to utilise best practice activity.
- To ensure a standard and consistent approach is maintained.
- To develop and maintain an excellent relationship with key internal/external customers and suppliers as appropriate for ongoing improvement initiatives/activities.
- To lead and manage a business improvement team including consultants.
- Produce service designs in support of new Digital Services proposals and ensure effective operational handover through ICT Service Transition.
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure.
- Undertake, wherever required, other responsibilities and duties including work related to 3rd party external business, on behalf of the service, where this is commensurate with the grade of the post.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification *BUSINESS ANALYST*

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications:		
Trained in Process/Change Management approaches appropriate to the role	D	AF, I
Foundation level accreditation or better for ITIL	D	AF, I
Educated to degree level	D	AF, I
Experience:		
Minimum of 3 years business, service or systems analysis experience	E	AF, I
Analysing and documenting existing business processes and associated qualitative and quantitative information	E	AF, I
Redesigning business processes to make them more efficient and effective	E	AF, I
Working in a local government environment	D	AF, I
Authoritative knowledge of techniques associated with Business Process Improvement	D	AF, I
Knowledge and skills:		
Critical Thinking	E	T
Provide data in order to test/challenge current thinking and support the implementation of new practices/policies	E	AF, I
Recognised expertise in one or more specific area of business improvement activity and the ability to share this expertise with colleagues across the business	D	AF, I
Strong analysis skills and an innovative approach to problem solving with the capability to build on concepts and principles	E	AF, I
Good understanding of the business environment internally and externally	D	AF, I
Leadership and direction of peer and virtual teams	E	AF, I
Process management, design and implementation	E	AF, I
Business Improvement, Quality systems/tools and techniques design and implementation	E	AF, I
Line management, motivation and coaching skills	D	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Able to manage a range of activities according to their priority and deal with uncertainty and ambiguity	E	AF, I
Ability to assess and define workloads and specify appropriate resource to undertake activities	D	AF, I
Able to organise, measure and monitor performance	E	AF, I
Confidence and ability to communicate and present complex detail in a format that is understood by all	E	AF, I
Able to create reports and process maps to document current and proposed working practices	E	AF, I
Able to design surveys and questionnaires to establish quantitative process information	E	AF, I
Ability to work with customers to capture requirements including participation in workshops or interviews and documenting requirements using approved templates	E	AF, I
Able to create functional specifications, from customer requirements, in appropriate document form	E	AF, I
Estimate effort in terms of simple time, cost and quality measures	E	AF, I
Knowledge of project management principles and ability to apply them in relation to their own work	D	AF, I
Completes own role independently or with minimal supervision/guidance and able to escalate issues as and when appropriate	E	AF, I
Logical thinker and influential change agent	E	AF, I
Assists in defining acceptance tests for systems	D	AF, I
Carry out basic activities in support of risk management together with the co-ordination of mitigating activities and contingencies	E	AF, I
Good oral and written communication skills	E	AF, I
Ability to understand and demonstrate the strategic perspective in analysis and contribute to strategy in the relevant skill area	D	AF, I
Responds quickly to changing situations, priorities and business needs	D	AF, I
Challenges activities that have no business case or do not clearly meet customer needs	D	AF, I
Takes personal responsibility for delivery against commitments made to customers	E	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Makes themselves accessible to customers, communicates regularly with them and acts on feedback	E	AF, I
Consults and builds on the views of others	E	AF, I
Shares information across teams and actively helps others to achieve their objectives	E	AF, I
Supports and encourages innovation and the testing out of new approaches	D	AF, I
Understanding the impact of proposed change and the ability to manage the outcomes appropriately	D	AF, I
Executes responsibilities to agreed standards and deadlines	E	AF, I
Other:		
Commitment to equality and diversity	E	AF, I
Commitment to health and safety	E	AF, I
Display the LCC values and behaviours at all times and actively promote them in others	E	AF, I
Totally focused on service delivery and customer satisfaction	D	AF, I
Committed to continuous improvement, enabling the delivery of solutions that provide an increase in efficiency and reduced costs	E	AF, I
Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust	E	AF, I
Committed to improving the levels of service to all customers	D	AF, I
Flexibility and commitment and present a professional image at all times	D	AF, I
Flexibility to attend meetings outside of normal office hours	D	AF, I
Office-based with off-site as required	D	AF, I