

JOB DESCRIPTION

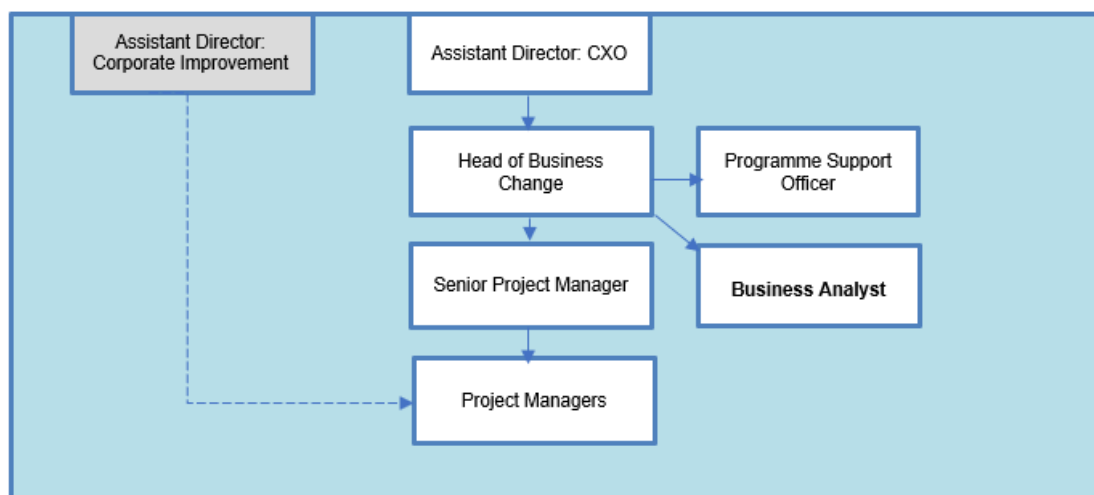
Job Title:	Change Business Analyst		
Directorate:	Chief Executive's Office	Salary:	£45,441 - £50,512 Plus £689 London Weighting
Section:	Business Change Team	Grade:	BG-E, SCP37-42
Location:	Time Square/Home	Work Style:	Flexible

Key Objectives of the role

- To support the effective and efficient delivery of the Business Change programmes and their projects to a successful conclusion by providing insightful data analysis and robust process optimisation.
- Take a customer centric approach to analyse complex business problems and work with stakeholders to determine what changes are required to meet business needs, with the use of varied industry tools, techniques, and data to work through options.
- Actively identify and develop process optimisation opportunities and functional requirements to promote continuous improvement either through new projects or change in business process, seeking opportunity, and owning the delivery of them either through subject matter experts or directly.
- Business Analysts may support several projects in parallel and will need to be flexible as the needs of the Business Change programme demand.

Designation of post and position within departmental structure

The post holder will be part of the Business Change Team based in the Chief Executive's Office reporting to the Head of Business Change working closely with the Senior Project Manager, Project Managers, and the Programme Support Officer, as well as colleagues' council wide.



Daily and monthly responsibilities

1. Undertake data analysis to baseline service performance and identify opportunities for performance including through gathering data and insight on what works elsewhere.
2. Support the creation of solid business cases for projects by ensuring the baseline data underpins the return on investment and that the benefits line up with the changes being proposed.
3. Partner with the business to understand operational processes, produce process maps and undertake analysis to determine opportunities for optimisation by reducing waste, identifying gaps, increasing standardisation, and removing single points of failure across current business operating models.
4. Identify common business processes across council services to consider if any existing solutions can meet the requirement and promote standardised process steps.
5. Work closely with the Head of Business Change and Senior Project Manager and key staff in the service area, ensuring business processes are fit for purpose and strategically aligned.
6. Conduct analysis to identify problems and to understand them using a range of tools including root cause analysis.
7. Quantify and track process savings from efficiency and effectiveness improvements rather than immediate structure changes, maintaining clear records of the reduction in workload so that these can be demonstrated as non-cashable benefits.
8. Understand how to identify and define opportunities for improvement using proven methodologies such as Kanban, Lean, Six Sigma, Customer Journey Mapping etc.
9. Identify and define opportunities for improvement and cost savings by ensuring a solid understanding of what the major business processes are and the metrics which are important to improve the processes.
10. Provide specialist, objective, and analytical insight on major change proposals/designs.
11. Act as a lead facilitator for process redesign work focussed on end-to-end customer journey mapping to improve customer experience and make savings, working in a variety of different services across the Council.
12. Plan, arrange and facilitate meetings/workshops and relations with stakeholders, including suppliers, end users and frontline staff during each project.

Scope of role

As a Change Business Analyst, you will be responsible for owning the process design of assigned change projects as well as recommending best practices for solutions based on business needs.

This role requires an experienced Business Analyst with proven practise of owning, managing, and delivering Change/Transformation initiatives within a fast-paced environment. A high level of communication, analytical, influencing and stakeholder management skills are a pre-requisite for this role.

The Business Change Programme has a deep and substantial impact on all areas of the Council and on the way in which the public access services.

There is contact with elected members, Chief Executive, Executive Directors, Senior Managers, partners, and the voluntary sector to influence and to work with them to find mutually acceptable solutions to problems, issues, and the management of risks.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Demonstrable experience of working as a Business Analyst within a Business Change/ Transformation function in a multifaceted organisation and able to effectively prepare and maintain the following documents/tools:</p> <ul style="list-style-type: none"> • Baseline Analysis to identify/ understand problems • Requirements Document to understand what is needed • Process Mapping of both “as-is” and “to-be” processes <p>Ability to conduct wide range of data analysis to develop insight to inform opportunities for improvement.</p>	<p>Certification/qualification in Business Analysis or equivalent Six Sigma qualification.</p> <p>A formal Project Management qualification.</p> <p>Experience with process mapping software e.g., Engage Modeller</p> <p>Able to effectively prepare and maintain the following documents/tools:</p> <ul style="list-style-type: none"> • Lean6Sigma to identify waste and duplication in processes • Root Cause Analysis to identify the underlying cause of a problem • Quantify Process Savings from efficiency and effectiveness improvements rather than immediate structure changes
Competence Summary (Knowledge, abilities, skills, experience)	<p>Experience in handling change in a dynamic environment, exercising independent judgment.</p> <p>Ability to carry out comprehensive data analysis to baseline service performance and identify opportunities for service and business improvement.</p> <p>Must be able to decipher requirements elicited then document and present them to key stakeholders</p> <p>Must be able to logically reason and make judgements based on evidence and calculated assumptions</p> <p>Experience in delivering workshops/projects using proven tools and techniques such as Agile, Prince, Kanban, Six Sigma etc.</p>	<p>Experience of managing a significant change project</p> <p>Ability to look at needs of stakeholders from different perspectives and suggest unorthodox solutions</p> <p>Facilitate innovation through sharing ideas, mind mapping, use cases and lateral thinking</p> <p>Ability to constructively challenge the status quo or complex new/evolving ideas in a way that invokes a positive response.</p>

Ability to drive analysis, identify, prioritise, and implement improvements and efficiencies, ensuring that the organisation derives maximum value from services.

Experience of creating requirements specifications, process maps, business cases, risk assessments to a high standard that is easily understood by all stakeholders

Proven ability in demonstrating a wide range and high level of consultancy skills, with particular emphasis on collaborative working.

**Work-related
Personal
Requirements**

Ability to work flexibly balancing a number of competing tasks and projects simultaneously, often under pressure. Excellent organisational skills.

**Other Work
Requirements**

Ability to attend occasional evening and/or weekend engagement and consultation meetings, if required.

Must be able to demonstrate the Council's value and behaviours.

**Role models and
demonstrates the
Council's values and
behaviours**

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

