

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Business Analyst	JEID	N0104
Salary Grade:	Grade K		
Team:	Portfolio Management Office		
Service Area:	Commissioning Support Unit		
Primary Location:	Flexible		
Political Restriction	This position is not politically restricted.		
Responsible to:	T4a Manager or Programme Manager (tbd)		
Responsible for:	-		

Role Purpose

- 1) To operate in both the 'discovery' and 'delivery' functions that support WCC to deliver service improvement and transformational change.
- 2) To deliver business analysis work that will shape Projects and Programmes of change and service improvement work throughout Warwickshire County Council. With responsibility for the successful delivery of all elements of the work, including a clear understanding of the 'to be' and the options to be considered for implementation.
- 3) To ensure that the detail behind areas for improvement or development are effectively captured and understood so they can inform redesign and improvement as part of delivering the change aspirations of Warwickshire County Council.
- 4) Following approval of agreed redesign options work with delivery colleagues to translate the redesign into an agreed delivery plan and to handover the work to delivery team.
- 5) To deliver and shape the business analysis role including: understanding and analysing user and business needs (working individually or as a member of a team as appropriate), ensuring outcomes are aligned with the agreed scope, delivering solutions that are fit for purpose, facilitating and leading

effective communication with all stakeholders to support understanding, design, build and delivery of solutions.

- 6) Provide problem solving, service improvement and process redesign expertise to support the change agenda across the Council on strategically important priorities.

Role Responsibilities

- 1) To manage the successful delivery of business analyst work on time and of the right quality supporting systems thinking methodology. Regularly reporting to the appropriate board on all aspects of the discovery including progress, risks and issues.
- 2) Establish a clear resources plan for the business analyst work which aligns to the overall service improvement and transformational activity.
- 3) To undertake analysis of business information and data in order to map demand for services and design process improvements and make recommendations for service redesign.
- 4) Assist with the evaluation of strengths and weaknesses of identified benefits and dis-benefits in line with project mandate.
- 5) To use change management tools and techniques to help the delivery of organisational or technical solutions for the transformation and change programmes of the Council
- 6) To visualise and model service change proposals using mapping and modelling techniques and written reports and undertake formal presentations of proposals in order to obtain the support and agreement of customers and senior managers.
- 7) To work with services to undertake customer and staff workshops that investigate the quality of the service delivered in terms of effectiveness in achieving its purpose, the experience of customers and staff and the efficiency achieved in terms of value for money.
- 8) To liaise with the business, change and technical teams to identify solutions.
- 9) Evaluate requirements against the present state ('As Is') & the target state ('To Be') and identify opportunities to develop successful business requirements needed to make the transition.
- 10) Assist with: application of methodologies; operating model; functional specification; user-cases; user stories; defect analysis; forms and templates appropriate for organisational context.
- 11) To share appropriate knowledge and information with colleagues involved with other change initiatives to ensure consistency in approach knowledge and good practice.
- 12) To assist in the implementation of recommendations emerging from service redesign and business analysis work as required.
- 13) Employ a range of tools and techniques to gather business and user requirements against the clear objectives for the project.
- 14) Ensure that stakeholders have been identified within the project and that their requirements form part of the benefits analysis
- 15) To take personal responsibility for peer support and continuous development by participating in knowledge transfer.
- 16) To carry out duties in accordance with the Council's Information Security Standards and Human Resource Policies; compliance with the Data Protection Act, Freedom of Information Act and any other

relevant legislation that directly affects service delivery

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
At least 3 years Business Analysis experience	A, I,
Experience of designing services using customer insight and engagement	A, I, P
Experience of business process improvement and application of tools and techniques to map, review and streamline processes	A, I, P
Experience in problem solving, employing a systematic, disciplined and analytical approach	A, I, P
Be familiar with a range of process improvement methodologies (e.g. Lean systems thinking, customer journey mapping, design thinking etc.)	A, I
Be familiar with, select appropriately from and effectively use approved methods, procedures and standards	A, I
Ability to interpret customer experiences / insights and business intelligence and produce informative journey and process maps	A, I,
Demonstrate an ability to think creatively, provide inventive solutions to problems and confidently take those solutions forward for success.	A, I, T, P
Experience of managing relationships with stakeholders at all levels through effective engagement and communication.	A, I
Ability to present clear, concise and convincing information, opinions and decisions.	A, P
Demonstrable interpersonal and negotiation skills to work collaboratively with customers, staff and senior managers.	A, I,
Experience of facilitating customer workshops.	A, I
Ability to effectively manage own workload, including the ability to act pro-actively in identifying requirements, and assist others in delivering outcomes in a challenging environment.	A, I
Understanding and practice of Equality and Diversity policies	A

Desirable Criteria	Assessed By:
Business Analysis qualification or equivalent to provide a structured approach to analysis	A, D
Experience of coaching and mentoring to ensure others achieve objectives	A, I
Experience of working at a local authority or other public body	A

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	

