

# 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:	Senior Business Analyst	JEID	N0105
Salary Grade:	Grade M		
Team:	Portfolio Management Office		
Service Area:	Commissioning Support Unit		
Primary Location:	Flexible		
Political Restriction	This position is not politically restricted.		
Responsible to:	T4a Manager		
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 coordinate, develop and lead the successful delivery of discovery 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 discovery elements, including a clear understanding of the 'to be' and the options to be considered for implementation.
- 3) Assist in the delivery of strategic service improvement activity or programmes working with T4 Portfolio Leads and Change & Service Improvement Leads and Programme Managers by leading specific workstreams or running sub programmes.
- 4) To ensure that the detail behind areas for improvement or development are effectively captured and understood so they can effectively inform redesign and improvement as part of delivering the change aspirations of Warwickshire County Council.
- 5) 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 colleagues.

- 6) Providing coaching and mentoring support to Business Analysts and Apprentice Business Analysts including scoping and shaping work packages to be completed.
- 7) To deliver and shape the business analysis role including: understanding and analysing user and business needs (working individually, as a member of a team, as a team leader or as a mentor and coach 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.
- 8) 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 discovery 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) Maintain oversight of the overall packages of work being delivered by business analysts and apprentice business analysts which inform transformational service improvement and change including highlighting any interdependencies and cross cutting elements
- 3) To define, plan and monitor the resource requirements (people) required for the successful delivery of the discovery activity
- 4) Establish a clear resources plan for the discovery work which aligns to the overall service improvement and transformational activity.
- 5) Coach and mentor a cohort of business analysts and apprentice business analysts
- 6) Carry out business analysis and customer insight assignments for customers across the full range of change management services.
- 7) Coordinate and lead on ensuring that identified benefits analysis is developed and disseminated to project and programme managers, project sponsors, senior managers and project stakeholders where applicable.
- 8) Use change management tools and techniques to help the delivery of organisational or technical solutions for the transformation and change programmes of the Council.
- 9) 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, senior managers and Members.
- 10) 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.
- 11) Liaise with the business, change and technical teams to identify solutions.

12) Lead on the evaluation of requirements against the present state ('As Is') & the target state ('To Be') and identify opportunities to develop successful business requirements as well as cultivate stakeholder relationships needed to make the transition.

13) Coordinate development and application of: frameworks; methodologies; functional specification; user cases; user stories; UAT plans and strategy; entry/exit and /or go/no go criteria; defect analysis; forms and templates; guidance; business case.

14) Share appropriate knowledge and information with colleagues involved with other change initiatives.

15) To assist in the implementation of recommendations emerging from service redesign and business analysis work as required.

16) Prepare project plans in order to organise, monitor and manage reviews and complex projects.

17) To take personal responsibility for peer support and continuous development through leading and participating in knowledge transfer.

18) Coordinate requirement gathering activities, their validation and sign-off ensuring that the needs of the key stakeholders are articulated.

19) Undertake Stakeholder analysis and communications with project and Comms team and ensure that stakeholder management is an ongoing process.

20) Work with colleagues across the business to ensure consistency in approach to change management activity, share knowledge and good practice and utilise other specialisms as appropriate.

21) 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 5 years business analysis experience	A, I, D
Significant experience of designing services using customer insight and engagement	A, I, P
Experience of coaching, mentoring or managing people	A, T, P
Significant experience of business process improvement and application of tools and techniques to map, review and streamline processes	A, I, P
Proven experience in problem solving, employing a systematic, disciplined and analytical approach	A, I, P
Experience of a range of process improvement methodologies (e.g. Lean systems thinking, customer journey mapping, design thinking etc.)	A, I
Experience in leading and co-ordinating the work of project teams	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
Experience of undertaking benefits analysis and presenting the findings to senior management	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
A track record in managing relationships with stakeholders at all levels through effective engagement and communication.	A, I
Able to present information, opinions and decisions in a clear, concise and convincing way	A, P
Demonstrable influencing and negotiation skills to work collaboratively with customers, staff, senior managers and external partners	A, I
Proven experience of planning and facilitating customer workshops.	A, I
Have proven ability to plan effectively, identify and monitor complex interdependencies, manage the critical path and utilise resource effectively	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

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**Desirable Criteria**

Assessed  
By:

Knowledge of local government and the wider digital agenda	A, I
Experience of direct working with customers	A, I
Business Analyst qualification or equivalent to provide a structured approach	A, D
Understanding of Project Management principles / methodology. Qualification in Prince 2 or equivalent an advantage	A,D

## 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):	

