Job title:	Business Analyst Assistant, Emerging Technology	Role Profile No	P/A
Grade/s	N		
Directorate / Pillar / Strand	Enabling Services	Reporting to:	Snr Business Improvement Manager
		Responsible for:	None

Role Overview

To provide support to Snr Business Analysts, working with colleagues in service departments and within the Emerging Technology team to redesign services and processes to make them more accessible for customers, more cost effective for the council and more streamlined for our staff to use. The role will support our new programme of work to become a Modern, efficient and Effective organisation.

You will be expected to work in an agile fashion supporting the Senior Business Analysts to facilitate reviews of services and processes using best practice, service trend data and appropriate policy and legislation. You will be expected to provide support in process redesign workshops with frontline officers and ensure that the findings of those workshops are effectively captured and fed back. You will also be expected to facilitate the production of management information to leave with teams, following a review of their processes, to support effective performance management within their area of work.

Role Purpose:

- To support teams to redesign approaches to service delivery based on whole systems thinking, often facilitating this in an appropriate workshop environment
- To ensure best practice and innovative approaches are considered when re-designing services
- To ensure the Council offers end to end digital services for our customers which rely on as little human involvement as possible
- To use data and insight to inform the pipeline of service/ process redesign and the phasing of such activity
- To support teams to fully deliver and embed new ways of working into their services
- Ensure that the milestones agreed for each project are met and that benefits are realised within a timely fashion.

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<u>Role Accountabilities:</u>

- Supporting Snr Business Analysts to ensure that re-design projects which you are working on, run on time and deliver agreed benefits.
- Organise, and facilitate process-redesign workshops with service leads to map as-is and to be processes
- In the course of such workshops, ensure best practice and industry innovation is introduced and that the status quo is sensitively but firmly challenged to ensure we achieve best value for both residents and customers
- Ensure that digital solutions are clearly agreed with and articulated to digital developers within the necessary timeframe
- Support teams to conduct root cause analysis and process analysis exercises to identify suitable solutions to key problems identified through As Is Mapping workshops
- Facilitate conversations with services and wider stakeholders to broker agreement for to-be digital processes and other non-digital solutions
- Work with digital designers and content designers and IT and Customer Service colleagues to ensure end to end process is fit for purpose
- Work with HR Business Partners and OD colleagues to support services to embed new processes and adopt new ways of working
- Provide change management support within key projects and programmes critical to the Council's achievement of its strategic objectives over the next few years.
- Work with Snr Business Improvement Manager to ensure that projects have clearly defined benefits which can be tracked through the life of the project to ensure intended outcomes are delivered within agreed timescales and the impact measured.

<u>Knowledge and Experience</u>

- Experience of successfully managing change at a team level.
- Knowledge and interpretation of project management to adapt processes as needed.
- Clear understanding of change management and how this is effectively applied in teams and organisations
- Demonstrable ability to motivate and engage people in new ways of working
- Ability to operate confidently with people at a range of levels in organisations
- Experience of managing communications with a range stakeholders
- Experience of working collaboratively with a range of stakeholders integral to the success of a project(s) including, but not limited to, internal departments, external partners, agencies.
- Experience of analysing situations and developing creative solutions.
- An understanding of risk analysis how to support and influence stakeholders to mitigate project risks.
- Excellent verbal and written communication skills, including formal presentation. Excellent attention to detail.
- Ability to learn quickly and develop your own role, self-awareness and ability to manage your own development.

Qualifications required for this post:

No formal qualifications are required for this post and training in the key areas will be provided. However you must be able to demonstrate your ability to influence colleagues at different levels within the Council as well as being able to motivate and enthuse people about the potential of doing things differently. Motivation, resilience and enthusiasm are the most important characteristics required for the post holder carrying out this role.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	