



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Senior Business Analyst	<b>Role Profile Number:</b> SC034
<b>Grade:</b> R <b>Salary:</b>	<b>Date Prepared:</b> April 2016
<b>Directorate/Group:</b> Resources & Growth	<b>Reporting to:</b> Head of Emerging Technology & Business Improvement
<b>Structure Chart attached:</b>	No

### Job Purpose

- To add significant value to the council by facilitating innovation and change ways of working to enable the corporate ambition.
- To facilitate improvement in the work of the Council and its partners based on a whole systems view to optimise efficiency and effectiveness.
- To play a leading role embedding the skills, processes, approaches and behaviors that will enable a culture of continuous improvement to thrive and deliver sustainable benefits
- To support the Snr Business improvement Manager and the wider change team to embed an appropriate change methodology that drives greater success for the organisation and its stakeholders

### Key Accountabilities

- Developing a systems thinking based approach to reviewing and transforming working processes that can deliver positive results for Swindon Borough Council's strategic ambitions.
- Work effectively within and contribute to the development of the Swindon Systems Thinking Approach and overarching change methodology
- Facilitate an ongoing programme of reviews and interventions that maximize benefits to stakeholders including improved customer experience and reduced cost of delivery
- Enable and track the delivery of desired benefits linked to outcomes as required by the organisation, initiate and coordinate remedial activity when benefit delivery is threatened.
- Undertake a lead role in person on complex change projects and high value system reviews across business areas
- With the Snr Business improvement Manager design and deliver the approach for transfer of

change management and systems thinking into the business in order to create a culture of continuous improvement

- Conduct initial scoping and planning work within service areas in relation to transformation and recommend approaches and timescales, identifying outcomes and benefits.
- Working within business areas as a change agent, enabling and influencing behaviours to achieve change. Working with business leaders and managers supporting new ways of working and ensuring they are bedded into the operation.
- Building effective links with other enabling colleagues such as corporate insight, finance, ICT, OD and others in order to present a joined up support to change and the delivery of benefits at pace.

## **Experience**

- Demonstrable ability and experience to deliver process change within a complex and fast moving change environment; including examples of driving consensus and progress with multiple and complex stakeholders
- Demonstrable experience of successfully facilitating and business process change interventions and supporting the implementation of new ways of working
- Excellent communication, facilitation and influencing skills; that can be applied to driving improvement and change
- Track record of quickly building rapport with teams and individuals at all levels. Ability to quickly build business and systems knowledge. Ability to facilitate successful transformation interventions across a broad range of technical disciplines
- Training in appropriate Change Management Methodology and approach and with the ability to apply this flexibly and practically in order to secure real change at pace.
- Proven experience of delivering improvement through Systems Based Process Design methodology, with the ability to derive business change impacts from agreed 'to-be' processes
- Experience of successful delivery within a multifaceted programme/project environment.
- High degree of technical skills in relation to transferring data into useable intelligence
- Ability to work autonomously and as part of a team

## **Qualifications**

- Project Management / Leading Change
- Systems Thinking/BPR/Lean

## **Decision Making**

- Ability to effectively develop value based options appraisals and make sound recommendations based on these.
- Ability to clearly summarize information and produce reports for senior managers to enable decision making on aspects of change and improvement
- Ability to positively influence decisions on the detail of changes to business processes once agreed.

- Responsible for planning and scheduling much of own workload and that of the team

**Creativity and Innovation**

- Track record of transformational thinking applied at work
- Strong hands-on delivery attitude
- Building consensus from conflict
- Building and managing relationships with key stakeholders
- Credibility to work with and challenge staff at different levels of seniority
- Writing specification of requirements for new performance information reports
- Use own initiative and think laterally, taking a problem-solving approach
- Excellent written and verbal communication skills.
- Inspiring others to think differently and accept change as a positive

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <p><b>Typical tasks supervised/allocated to others</b></p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</p>
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**Contacts and Relationships** *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Work with Tier Two and Tier Three leaders to scope work; present findings and support the changes
- Work with operational managers, supervisors and staff to facilitate sessions to build As Is and To Be processes
- Work with other enabling functions, eg ICT, Finance and People & Development to drive change
- Liaise with partners and Suppliers to scope technical requirements; build new solutions, test and implement

**Other Key Features of the role**

- Ability to get to Swindon Sites, and attend regional meetings/conferences and workshops as required.
- Knowledge and ability to work within an Equal Opportunities Policy framework.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	