



Role Profile

Business Analyst	Role Profile Number: SBC_12201
Grade: 7 Salary:	Date Prepared: 3 rd July 2024
Directorate/Group: Enabling	Reporting to: Senior Business Analyst
Structure Chart attached:	Yes

Job Purpose

To provide support on behalf of Enabling services to internal stakeholders through business analysis, representing and aligning to the organisation's needs and vision, as well as understanding and promoting the resident experience. The role holder will engage in discovery processes to identify areas for potential improvements to both the internal and external user experience and to ensure efficiencies, making sure that these are captured and inform decision-making. The role holder will use the insights discovered to analyse options for service improvements and will work with Enabling colleagues, where appropriate, to determine a delivery plan for implementation. Following on from implementation, the role holder will ensure that projects and programmes are monitored and that benefits are tracked and where benefits to the organisation and/or residents are not realised, understand the why and make recommendations to deliver these. Good communication skills are required to engage with a broad range of stakeholders and to provide support to members of staff and embed best practice.

Key Accountabilities

- Proactively uses data and insights to identify areas of opportunity to improve business performance and resident experience.
- Works independently on projects to manage key tasks such as process mapping, requirements engineering, benefits monitoring, as well as other business analyst outputs.
- Thoroughly and critically assesses options to improve pain points in current processes and is able to present recommendations to stakeholders with sufficient data and insights to justify the option.
- Ensures that service area requirements for digital solutions are clearly captured and prioritised and that these are articulated to Digital Process Redesigners or appropriate Digital colleagues within necessary timeframes.
- Manages a broad range of stakeholder relationships across the organisation.
- Applies and shares business analysis best practice with the Business Improvement team and the wider organisation.
- Ensures that projects are achieving benefits associated with the Council's mission to build a better, fairer and greener Swindon.

- Works alongside HR Business Partners and Learning and Development colleagues to embed new processes and adopt new ways of working.

Supplementary Accountabilities

- Analyses data trends and uses data modelling techniques such as Excel and PowerBI to support recommendations.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Knowledge of local government environment, policies and legislation.
- Understands decision making processes in the Council.
- Experience of successfully managing change at a team level.
- Experience of managing effective communication with a range of stakeholders at all levels, including Directors and Heads of Service to provide recommendations for process improvements.
- Experience of identifying trends and insights from data to inform areas for improvements.
- Experience applying business analysis skills to a project from discovery to implementation.
- Experience facilitating workshops and eliciting requirements.
- Knowledge of digital solutions and trends.

Qualifications

- Holds a professional qualification in Business Analysis OR has considerable working experience as a Business Analyst.

Decision Making

- The role will require critical thinking to be applied to options appraisals and business cases, providing informed recommendations to service areas for process improvements.

Creativity and Innovation

- The role requires the role holder to have an understanding of digital trends and solutions and be able to think creatively about how these could be utilised in the organisation.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Manage business analyst tasks, including process mapping, requirements elicitation and engineering, and options appraisals. • Managing and updating documentation. • Managing stakeholder engagement, in particular keeping project sponsors up-to-date on their work and ensuring that key findings are shared with them. • Managing cross-functional relationships with other teams in the directorate, such as the Data and Insights teams, IT and Applications. <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • The Business Analyst will work alongside Business Analyst Assistants and may allocate tasks such as documentation refinement, workshop preparation and process mapping to them. • The Business Analyst may work alongside Business Analyst Assistants on projects and supervise their professional development by sharing learnings and best practice. 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p> <p>No</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)

- The role will report directly into the Senior Business Analyst, and will be allocated pieces of work from their line manager.
- The role requires the role holder to work closely with officers at all levels, including operational staff to understand how processes work, with senior officers and project sponsors who will make decisions based on informed recommendations from the Business Analyst.
- To drive continuous improvement, collecting feedback from the general public is expected, using a range of methodologies including, but not limited to, online surveys.

Other Key Features of the role

N/A – this role is a hybrid role working either from home or from the office and does not require the role holder to attend work at unsociable hours or in exceptional conditions.

