

<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> Senior Business Improvement Manager
<b>Structure Chart attached:</b>	

### 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

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b>	<b>Responsibility</b>	.
<b>Typical tasks supervised/allocated to others</b>	<b>Asset Responsibility:</b>	

**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

## **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people?”

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

**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>	