



## Role Profile

**SWINDON**  
BOROUGH COUNCIL

<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	<b>Reporting to:</b> Emerging Technologies Lead
<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 with a particular focus on using insight, originality and broad perspective to explore emerging technologies, finding answers to business-related problems to enable SBC to become a modern, efficient and effective organisation.
- 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 Head of IT Change, Emerging Technologies Lead and the wider change team to collaboratively work to identify, implement and embed revolutionary technical solutions that drive greater success for the organisation and its stakeholders

### Key Accountabilities

- Developing a systems thinking based approach to understanding business problems and requirements to identify opportunities for emerging technologies that have the potential to transform working processes, delivering positive results for Swindon Borough Council's strategic ambitions.
- Work effectively within and contribute to the development of the Swindon overarching change methodology
- Work closely in the emerging technologies team to facilitate an ongoing programme of reviews and interventions that maximize benefits to Swindon residents, internal and external 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 opportunities across business areas to ensure transformed processes are streamlined, automated, simple and scalable

offering optimum efficiency.

- With the Head of IT Change and Emerging Technologies Lead to design and deliver the approach for transfer of emerging technology into the business in order to create a culture of continuous improvement
- Conduct initial scoping, discovery and design work to identify key challenges, emerging technology transformation opportunities and wider business improvement opportunities identifying outcomes and benefits.
- Working within business areas as a change agent, effectively engaging with operational and senior leaders to gain and retain support for emerging technologies and new ways of working 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 external stakeholders and suppliers to develop effective networks to enable change and the delivery of benefits at pace.
- Have a strong story telling ability to translate data and complex technology into accessible technologies appropriate to the stakeholder's knowledge, understanding and experience.
- Have a clear understanding of data security and governance requirements and the impact on implementing change.

## **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 including in complex business areas.
- 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 collaboratively as part of a matrix team
- Experience engaging with and obtaining the voice of the customer to ensure customer centric design within a fast paced environment
- Experience delivering proof of concept projects
- Experience in promoting and presenting to stakeholders at all levels
- Experience working on multiple projects simultaneously

## Qualifications

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

## Decision Making

- Ability to effectively develop value based options appraisals and prioritization to 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 and confidence to work with and challenge staff at different levels of seniority
- Writing specification of requirements for new performance information reports
- Use own initiative and established networks 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>Job Scope</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 effectively with operational managers, supervisors and staff to establish engagement and trust

to facilitate sessions to build As Is and To Be processes using complex and unfamiliar technology

- 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 ensuring they meet business customer requirements

### **Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

### **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>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	