

Business Analyst

Job Description / Person Specification

Contents:

[Job Description](#)

[Person Specification](#)



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Job Description

Job Title Business Analyst

Location Civic Offices, Bridge Street

Grade/Salary Range Grade/Salary Range: RG7 scp 33-scp 39 (gateway at scp 36)

Service/Directorate Project Management Office

Job Purpose

The post will be part of a council wide team providing analysis and project delivery services.

The post holder will:

1. Deliver improvements in the way the Councils services work (leading improvement activities from initial concept through to implementation) by putting the customer at the heart of service delivery - focussing on the customer journeys, delivering service and performance improvement by reducing cost, achieving efficiency savings, delivering value for money services and improving customer access
2. Lead and facilitate the embedding of continuous improvement with service managers and staff through systemic analysis of people, process, technology and financial changes including leading on and/ or managing “minor” change projects
3. Contribute to implementation of the Councils Digital Strategy, focussing on service redesign and delivery of solutions to support a digital by default approach
4. Analyse service and performance metrics including financial analysis to support delivery of efficiency savings and budget reductions
5. Analyse, capture and lead on the analysis of business needs of service areas translating these into customer journeys, action plans, requirement specifications, process maps, technical specifications (including testing) and training manuals as required

Designation of Post and Position within Departmental Structure

TO BE CONFIRMED FOLLOWING CONSULTATION

Main Duties and Responsibilities

1. To lead improvement initiatives and support services in the development of an initial concept through to implementation of innovative solutions via intensive research and analysis using structured and agile methods to implement process, technology and

organisational change meeting the business needs and supporting the Council's Digital Strategy.

2. To lead and facilitate the embedding of continuous improvement through systemic analysis of people, process, technology and financial changes with service managers and staff including leading on and/ or managing "minor" change projects
3. To understand customer needs in relation to the performance of the business and the provision of solutions in order to reduce cost, achieve efficiency savings, delivering value for money services and improving customer access and experience
4. To capture and analyse (including the ability to problem solve and trouble shoot) the business needs of service areas and lead on the development of outputs including requirement specifications, options analysis, process maps, technical specifications, testing and training manuals as required, using a variety of approaches
5. To elicit requirements and options using interviews, document analysis, requirements workshops, surveys, site visits, business process mapping and customer journey analysis
6. To decompose high level information gathered into detailed requirements to support the true business needs of the service.
7. To abstract up low level detailed information into high level statements of requirements.
8. To present analysis of data and solutions to service managers and staff
9. To obtain and analyse service, performance and financial data (including complex data). To critically evaluate information gathered from multiple sources and with the ability to reconcile conflicts
10. To develop, monitor and ensure delivery action plans are delivered for business change & improvement projects focussed on clear business outcomes, (including the production of work packages, incorporating resourcing estimates)
11. To develop, maintain and update project documentation (including risk and issues logs, project plans, checkpoint reports)
12. To identify, track and monitor benefits realisation for business change and improvement projects ensuring delivery of business outcomes
13. To lead and direct managers and staff through cultural change and transition planning as part of the implementation of new business change & improvements or new ways of working, using coaching and mentoring skills where appropriate
14. To develop, track and deliver proactive communications for the delivery of service transformation projects focussed on business change across a variety of audiences
15. To produce and present reports (including those of a complex nature) using data analysed and gathered to recommend process improvements (including options

analysis) to Programme/Project Leader(s) and/ or Operations Managers on assigned projects

16. To develop and produce reports for Senior Managers and elected members as required
17. To adhere to the Council's Equal Opportunities and Diversity policies and procedures and Core Values in employment and service delivery
18. To undertake all duties and responsibilities in accordance with the agreed Council policies and procedures

Gateway progression criteria - RG7 above the gateway

19. To lead and own the development of the business case working with the assigned Programme/ Project Leader(s) and/ or Operations Managers on assigned projects for a service
20. To present analysis of data and solutions to Senior Managers and elected members as required
21. To have a quality assurance role on business change or improvement projects (including qualitative and quantitative measures)
22. To liaise with, brief and produce reports for Senior Managers and elected members as required, escalating issues as required
23. To chair project and steering groups as required on projects assigned to.

Scope of Job (Budgetary/Resource Control/Impact)

Budget directly responsible: may have responsibility for project budget(s)

Impact: Key resource to support delivery of the council's budget savings and digital strategy.

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post No Check Required

If *, does the post require a check against the list of people barred from working with vulnerable adults? NO

If *, does the post require a check against the list of people barred from working with children? NO

What other security/safer recruitment N/A

*clearances are required for this post?
(excluding standard identity/work
permit/education qualification checks)*

Is this post “politically restricted”? NO

Responsibility for Health & Safety: LEVEL 1

*Please specify responsibility for
implementing the Council’s risk management
strategy as it applies to the service,
ensuring risks to service delivery and
specific projects or initiatives are
recognised and that actions are taken and
monitored to mitigate risks identified*

This post is responsible for ensuring that Risk and Issue logs are instigated, maintained, monitored and risk reduction actions are taken for the projects in the programme of work. Individual project managers are responsible for the risk and issues logs in their projects.

There is no responsibility for operational day to day risk management for service delivery to clients and customers.

*Please specify any other Statutory Duties
and/or responsibilities of this post not
already covered in the “Main Duties &
Responsibilities” above*

N/A

Person Specification

Qualifications/Education/Training

1. Educated to degree level or be able to demonstrate equivalent knowledge, applied skills and aptitude.
2. Knowledge of local government and particularly transformational Government and efficiency agenda
3. Qualification or training in use of relevant analysis, project management and improvement techniques

Experience

1. Significant experience of leading business process reviews and use of data gathering techniques
2. Experience of analysing complex service ,performance and financial data
3. Experience of delivery of process, organisational, technological and business change
4. Experience of working in a projects environment
5. Experience in business case development
6. Experience in preparing and presenting clear and concise documentation and reports for a variety of purposes
7. Experience of presenting information from a variety of sources
8. Proven experience of implementing projects working with 3rd party providers, suppliers or consultants in the delivery of appropriate technology, process and cultural change

Skills, Abilities & Competencies

RG7 to RG7 below the gateway

1. Demonstrable ability to be logical, objective and a strong analytical thinker
2. Demonstrable ability to understand the teams customer base and have the ability to respond promptly, politely and positively to Customer needs or requests for service, information or support
3. Demonstrable ability to build good working relations with colleagues and stakeholders of all levels across the organisation
4. Demonstrable ability to manage own workload to meet agreed deadlines and targets

5. Evidence of good time management skills
6. Evidence of highly developed organisational skills
7. Demonstrable ability to work in a team or alone
8. Excellent written skills with a high attention to detail, with proven ability in developing and presenting reports and proposals in a clear and succinct way appropriate for a variety of audiences
9. Demonstrable ability to analyse and evaluate complex information from a range of sources (performance and financial data) in order to form judgements and make decisions using electronic means
10. Demonstrable ability to prioritise projects and activities
11. Demonstrable ability to be able to work under pressure and to aggressive timescales
12. Demonstrable proven ability to present and facilitate groups at a variety of levels across the organisation
13. Demonstrable ability to Influencing and negotiate clear business outcomes, excellent oral communication and ability to network
14. Demonstrable ability to identify new opportunities and initiate new ideas for new ways of working with ability to develop new skills and knowledge
15. Commitment to self-learning and ability to assimilate and transfer new skills
16. Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, Project & Visio)

RG7 above gateway

17. Demonstrated ability to lead groups of staff and managers on service improvement projects involving process, organisational and technology change
18. Demonstrable leadership skills to deliver business outcomes
19. Demonstrable evidence to show able on own initiative and challenge, to solve problems, and to take decisions to secure required results.
20. Demonstrated ability to be able to deal with challenging or conflicting situations that may arise on service improvement projects.

Specific Working Requirements

1. Health & Safety responsibility at level 1.
2. Able to occasionally work outside of normal working hours during the crucial stage of a project e.g. before or just after a go live date.