

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Analyst

Transformation, Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To be part of an in-house Strategic Business Solution Team, providing organisational learning, capability, resilience and Value for Money. To deliver through the successful implementation of defined corporate (cross council) projects, the council's corporate outcomes.

The Business Analyst will assist and support Transformation Project Managers, Solution Architects and Project Owners/SROs in determining business requirements through the use of methodical investigation, analysis and documentation of business functions, including the definition of requirements for improving them, the creation of accurate, viable and complete specifications, and liaison with other professional support areas in the design and development of business solutions.

Accountable to:

The role sits within the Transformation Service, part of the Corporate Services Directorate in West Northamptonshire Council. This role has no line management responsibility and is accountable to the Senior Solution Architect.

Responsibilities:

1. Investigate and undertake feasibility studies of business functions across the Council, to understand service provision and interdependencies, the impact of service business problems and service data to identify options and, in collaboration with appropriate specialists, consider the opportunities for business re-engineering and design providing viability studies with associated risks of the possible solutions from legal, organisational, technical, and economic perspectives.
2. Plan & co-ordinate all programme and project related activity to meet the goals and objectives of the business and the projects and programmes undertaken by working with stakeholders to understand and evaluate all aspects of the Project Owner/SRO and stakeholders' requirements by assessing, documenting and obtaining formal sign off of the impact of change and support Project Managers in the definition, planning and justification (in business terms) of projects to develop/implement selected solutions.
3. Analyse service business requirements and service processes at a high level in order to justify the commitment of resources to a project through the development of a business case which sets out options and recommends a preferred solution, in line with the standard process for project approval. Act as both an agent of change and subject matter expert, providing advice and specialist guidance for business analysts, project managers and clients in regard to how best to undertake specific pieces of business and systems change analysis work needed within change projects, so that other analysts can provide appropriate outcomes to meet the project's needs.
4. Analyse and document existing service business processes and use of staffing, ICT, accommodation and equipment resources at a detailed level, in order to identify good working practices, to challenge inefficient processes and control weaknesses, and to identify opportunities for improvement and threats to the successful implementation of business change. Produce specifications ensuring the Council's organisation design principles are adhered to and maintained.
5. Maintain a high level of technical business analysis and service knowledge to support and develop team members. Remain abreast of and review external developments in regard to good practice in professional business change analysis work, so that practices within West Northamptonshire can be revised and updated.

6. Follow pre-defined methodologies, standards, tools and appropriate phases of the project life cycle, resulting in the successful project delivery, identifying and escalate as appropriate, relevant risks, issues, assumptions, dependencies and requirements to ensure the project progresses and quality products are delivered in a timely manner and within budget.
7. Lead business users within impacted service areas in enabling them to specify the outcomes required from processes, information flows and post roles that will meet the business requirements and which address the underlying issues. This will involve organising, preparing and facilitating meetings, walkthroughs, workshops and presentations for a wide variety of audiences to achieve project objectives.
8. In collaboration with appropriate specialists, capture detailed functional and non-functional requirements for the proposed change which specify business functions, processes, transactions and interfaces, organisational structures and job roles, management information and logical data requirements, systems constraints and information security requirements, and target levels of service and performance.
9. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent written and verbal communication skills including the ability to communicate complex issues to all audiences.	E	I,D
Ability to carry out stakeholder analysis and facilitate group activities such as workshops.	E	I,D
Ability to influence and challenge others, where appropriate, in order to facilitate business change, and to impact on organisational culture.	E	I,D
Ability to carry out logical data modelling.	D	I,D
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	E	I,D
Ability to synthesise and present complex concepts in a format suitable to technical and non-technical audiences, e.g. by using presentations, process maps, diagrams that could include BPMN 2.0	E	I, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	I,D

Knowledge:	Essential / Desirable	Measured by
All round knowledge of capabilities of ICT to meet business needs.	E	I, D
Working knowledge of business process management methodologies e.g. SPRINT, LEAN, Six Sigma or equivalent.	D	I, D
Good working knowledge of service delivery disciplines and systems that support it, operations and customer access services and channels.	D	I, D

Relevant experience:	Essential / Desirable	Measured by
Experienced and skilled in the capture, analysis and documentation of requirements for business change/IT solutions.	E	I, D
Experience of business process analysis including use of process mapping and task analysis techniques and tools, e.g. Visio, Protos, Casewise, Popkin.	E	I, D
Experience of business process/shared services reengineering and design including process testing and user acceptance testing.	E	I, D
Experience of supporting business change through the application of a range of business analysis techniques.	E	I, D
Experience of supporting the development of business cases and able to carry out cost benefit analysis and risk analysis.	E	I, D
Experience of working across Finance, HR, IT, or Procurement.	D	I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree level or equivalent NVQ qualification or proven relevant experience of supporting business change, ideally in a technical environment.	E	I, D
Evidence of professional management studies in one or more of the following disciplines: HR, finance, IT, business change or procurement. OR Business analysis/business process management training or similar.	E	I, D
Formal project management training to at least PRINCE2 Foundation level or equivalent OR BCS International Diploma in Business analysis (or certified modules) or similar.	D	I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	One Angel Street, Northampton NN1 1ED
Job family band:	PS8	Worker type:	Flexible
Salary range:	£40,316 - £43,675	Budget responsibility:	N/A
People management responsibility:	No People Management responsibility		

Working conditions & how we work:

This role has been identified as a Flexible worker type, this means that you will be able to work from other work locations when not required to work from your primary work base, generally you will be able to work remotely for 3+ days a week (including from home).

As a BA you will be expected to be able to liaise with a wide range of stakeholders at all levels of organisation, if necessary, travelling to any of our locations across West Northamptonshire and be able accommodate to their communication needs.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

