

Job Description and Person Specification Senior Business Analyst

POSCODE HAY03539

June 2023

Salary grade:	Grade L
Hours:	37 Hours per Week
Location:	Cedar Drive, Thrapston and Remote
Reports to:	Head of Performance, Intelligence and Partnerships
Service area:	Performance, Intelligence and Partnerships

Role Description

The Senior Business Change Analyst will line manage, develop and allocate business change analysts to assist and support Business Transformation Project Managers 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.

Support the development of the business change analysis function within NNC including assisting to define the standards, practices and tools used in business change analysis and ensure the professional development of business change analysts.

Perform the role of lead business change analyst for complex work and advise on, review and quality assure the work of the business change analysts in the team.

Liaise with Senior Managers, Programme and Project Managers, ICT, OD & HR, Property, finance and other specialists, project stakeholders and other Business Transformation staff.

Main accountabilities	
1.	Manage, motivate and develop business change analysts to ensure that appropriate skills and expertise are deployed to support the achievement of the business needs and agreed priorities of the Council. This will include responsibility for performance management, discipline and conduct, recruitment and selection.
2.	Plan, lead, co-ordinate and oversee the daily project related activity of the team, ensuring the team meets the goals and objectives of the business and the projects and programmes undertaken; to include objective and target setting, for individuals, monitoring performance and addressing issues.
3.	Maintain a high level of technical business change analyst 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 NCC can be revised and updated.
4.	Provide business change analysis work within complex high-profile transformation programmes and projects and across multiple domains, including initial ideas assessments, feasibility studies, requirements analysis and specification, problem analysis, map and challenge business processes, model new processes and practices, recommend options and develop benefit maps, to provide high quality outcomes that improve efficiency, effectiveness and value for money.
5.	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.
6.	Review, at the request of project managers, project boards or analysts themselves, business change analysis products produced by other analysts to ensure they are fit for purpose and meet appropriate professional standards. Feedback results to individuals and identify patterns that indicate more systemic training or development needs, to improve the overall standard of analysts and their products.
7.	Undertake induction of new analysts, undertake periodic training and development needs analysis of analysts and agree appropriate professional training and development plans with analysts.
8.	Provide mentoring, coaching and one to one training to individual analysts, in line with recognised development needs and plans, to improve the professional capability of individual analysts where appropriate.
9.	Develop, propose and maintain professional standards, good practice guidance, processes and procedures, tools and techniques in regard to business change analysis work, to ensure appropriate, consistent, transparent and high-quality products are developed and delivered by analysts.
10.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
12.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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

Attribute	Essential criteria	Desirable criteria
Education and Qualifications	<ul style="list-style-type: none"> • Degree or equivalent experience. • Formal qualifications in a relevant business and systems change subject area, for instance the British Computing Society International Diploma in Business Analysis (former ISEB Diploma in BA) or its individual modules. 	<ul style="list-style-type: none"> • Project management e.g. Prince2 or Agile.
Experience and Knowledge	<ul style="list-style-type: none"> • Knowledge of business analysis techniques and methodologies. • Experience of workload and resource management of multiple request and projects. • Experience of building strong relationships across complex organisations, stakeholder groups and partner organisations. • Experience of working independently with minimal supervision. • Experience of complex business change analysis using a variety of methodologies and techniques. 	<ul style="list-style-type: none"> • Knowledge of local authority organisations. • Experience of managing a team. • Experience of training, coaching or mentoring staff.
Ability and Skills	<ul style="list-style-type: none"> • Ability to lead, motivate and develop a team. • Ability to prioritise multiple requests and staff to meet work requests and project deadlines. • Strong business analysis skills. • Excellent interpersonal skills. • Excellent verbal and written communication skills. 	<ul style="list-style-type: none"> • Strong project management skills.

	<ul style="list-style-type: none"> • Ability to be flexible and prepared to exercise initiative in the execution of their duties. • Ability to work independently with a high level of organisational skills. 	
Equal Opportunities	<ul style="list-style-type: none"> • Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. 	