

## West Northants Job Description

Job Title: Business Analyst

POSCODE: 334011676/7

Grade: WNC Band 08

### Overall purpose of the job

To be part of a permanent in-house project management change capability, 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 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.

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

### Main accountabilities

| Main accountabilities |   |
|-----------------------|---|
| 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 proactively identify fit for purpose business solutions that deliver sustainable benefits and support Project Managers in the definition, planning and justification (in business terms) of projects to develop/implement these 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 and recommend 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.   |

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

| <b>Qualifications Required</b>  | <b>Essential/<br/>Desirable</b> |
|---|---------------------------------|
| Degree or equivalent NVQ qualification or proven relevant experience of supporting business change. | <b>E</b>                        |
| Formal project management training to at least PRINCE2 Foundation level or equivalent               | <b>D</b>                        |
|   |                                 |

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

| <b>Identify</b>   | <b>Essential/<br/>Desirable</b> |
|---|---------------------------------|
| <b>Knowledge</b>  |                                 |
| <input type="checkbox"/> Business process mapping and analysis tools, e.g. Visio, Protos, Casewise, Popkin.   | <b>E</b>                        |
| <input type="checkbox"/> All round knowledge of capabilities of ICT to meet business needs.   | <b>E</b>                        |
| <input type="checkbox"/> Working knowledge of the functional aspects of the Oracle ERP platform.  | <b>D</b>                        |
| <input type="checkbox"/> Working knowledge of business process management methodologies, e.g. SPRINT, LEAN, Six Sigma or equivalent.                                    | <b>D</b>                        |
| <b>Skills and Experience</b>  |                                 |
| <input type="checkbox"/> Ability to use office ICT systems (Microsoft Office, Word, Excel, Access, PowerPoint).   | <b>E</b>                        |
| <input type="checkbox"/> Project management skills.   | <b>E</b>                        |
| <input type="checkbox"/> Experience of supporting business change through the application of a range of business analysis techniques.                                   | <b>E</b>                        |
| <input type="checkbox"/> Good skills in, and experience of, the capture, analysis and documentation of requirements for business change solutions.                      | <b>E</b>                        |
| <input type="checkbox"/> Experience of business process analysis including use of process mapping and task analysis techniques and tools.                               | <b>E</b>                        |
| <input type="checkbox"/> Experience of business process re-engineering and design including process testing and user acceptance testing.                                | <b>E</b>                        |
| <input type="checkbox"/> Excellent written and verbal communication skills including the ability to communicate complex issues to all audiences.                        | <b>E</b>                        |
| <input type="checkbox"/> Experience of supporting the development of business cases and able to carry out cost benefit analysis and risk analysis.                      | <b>E</b>                        |
| <input type="checkbox"/> Ability to carry out stakeholder analysis and facilitate group activities such as workshops.   | <b>E</b>                        |
| <input type="checkbox"/> Ability to influence and challenge others, where appropriate, in order to facilitate business change, and to impact on organisational culture. | <b>E</b>                        |

|  |          |
|--|----------|
| <input type="checkbox"/> Ability to carry out logical data modelling.  | <b>D</b> |
|  |          |
|  |          |
|  |          |
| <b>Equal opportunities</b> Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs          |          |
| <b>Safeguarding</b> <i>(include for roles working with children/vulnerable adults)</i> Demonstrate an understanding of the safe working practices that apply to this role. |          |
| Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.   |          |

**Disclosure level**

|  |          |                                  |
|--|----------|----------------------------------|
| What disclosure level is required for this post? | None✓    | Standard                         |
|  | Enhanced | Enhanced with barred list checks |

**Work type**

|   |       |                 |       |      |
|---|-------|-----------------|-------|------|
| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible) | Fixed | <b>Flexible</b> | Field | Home |
|---|-------|-----------------|-------|------|