Job Description

Details of the job

Post title:	Business Change Analyst
Salary grade:	8
Hours:	37 Hours per Week
Location:	One Angel Square, Northampton
Reports to:	Senior Project Manager
Service area:	Digital, Technology & Innovation Shared Services Programme Team

Overall purpose of the post

1. To be part of a permanent in-house project management change team, providing organisational learning, capability, resilience and value for money (VfM). To deliver through the successful implementation of defined corporate projects, the desired corporate outcomes.

2. To assist and support Project Managers (which may require you to lead/take responsibility for project specific deliverables) through the entire project life cycle (i.e. Business Case, Discovery/Impact Assessments, Requirements, Procurement, To Be Design, User Acceptance Testing, Transition to Live, Post Go Live and Closure).

3. To lead analysis on behalf of the Project Managers and Project Owners/Senior Responsible Owners (SRO) to determine business change, shared services and supporting IT systems requirements through the use of methodical investigation, analysis and documentation of business functions. This includes 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 and IT systems solutions.

4. To liaise with Senior Managers, Programme/Project Managers, IT Services, HR, Property, Finance and other specialist functions, and other project stakeholders in four external authorities.

Principal responsibilities

1. 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.

2. Analyse and document benefits expected from, and risks associated with, a proposed solution, and to collaborate with appropriate specialists to carry out investment planning and financial modelling as part of a cost benefit analysis and outline implementation plan.

3. Undertake feasibility studies which investigate the impact of service business problems (high spend, bottle necks, paper based inefficiencies), service data, identify options and, in collaboration with appropriate specialists, consider the viability and associated risks of the possible solutions from legal, organisational, technical, IT Systems and economic perspectives.

4. Lead stakeholder mapping and analysis to identify key stakeholder groups impacted by the proposed change. Support the development of the project overarching strategy for people change management throughout the project lifecycle.

5. 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.

6. Investigate and model business functions across all dimensions; including business processes, roles, information flows and application systems, taking account of business volumes and future flexibility in order to re-engineer and/or design new business processes and service delivery mechanisms, in order to evaluate options and specify requirements for the proposed business improvements.

7. Analyse and document existing service business processes and use of staffing, IT, accommodation and equipment resources at a detailed level, in order to identify good working practices, to challenge inefficient processes / control weaknesses, and to identify opportunities for improvement and threats to the successful implementation of business change.

8. Lead business users within impacted service areas and client organisations in enabling them to manage the business change / impacts. This will involve organising, preparing and facilitating meetings, walkthroughs, workshops and presentations for a wide variety of audiences to achieve project objectives.

9. In collaboration with appropriate specialists, capture and recommend detailed functional and non-functional requirements for the proposed change/future design which specify business functions, processes, transactions and interfaces, organisational structures and job roles, management information and logical data

requirements, systems constraints, information security requirements and IT systems requirements, and target levels of service and performance.

10. From a non-technical perspective, specify requirements for the acquisition of IT systems and to participate in the selection of software and other IT solutions.

11. Manage the integration of business unit and system testing in conjunction with IT Services to ensure systems are fit for purpose before conducting user acceptance testing (UAT). Oversee and support service users during testing environment and co-ordinate business sign off and acceptance of IT.

12. Support the Transition to Live phase, leading on transition and adoption support activities during this critical period

13. Support the Post Go Live/Hyper Care phase specifically regarding incident management, change adoption analysis and transition from project to business as usual.

14. Lead the facilitation of Lessons Learnt exercises and support the production of the Project Closure Report.

15. Support and facilitate the planning and management for the realisation of benefits. This will include establishing cross organisational relationships with impacted teams to accept and embed the new ways of working.

16. Identify 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. Adopt the agreed project management methodology approach to risk and issue management.

17. Follow pre-defined methodologies, standards, tools and appropriate phases of the project life cycle, resulting in the successful project delivery.

18. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

19. 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.

20. 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

Post Title:	Business Change Analyst
Grade	8
Service Area:	Digital, Technology & Innovation Shared Services Programme Team

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Proven significant experience of supporting successful line of business change. Evidence of professional management studies in one or more of the following disciplines: HR, finance, IT, business change or procurement. Business analysis/business process management training or similar.	Degree or equivalent NVQ qualification. Formal project management training to at least PRINCE2 Foundation level or equivalent. BCS International Diploma in Business analysis (or certified modules) or similar.

| Experience and Knowledge | Experience of leading the development of business cases and able to carry out cost benefit analysis and risk analysis.

Experienced in the capture, analysis and documentation of requirements for business change/IT solutions.

Experience of business process analysis including use of process mapping and task analysis techniques and tools, e.g. Visio, Protos, Casewise, Popkin.

Experience of business process/shared services reengineering and design including process testing and user acceptance testing.

Experience of undertaking stakeholder analysis and engagement activities to identify individuals or groups that are likely impacted by the proposed change and assess according to impact, detailing findings with a stakeholder map and impact assessment report.

Experience of supporting business change through the application of a range of business analysis techniques.

Experience of supporting the entire project lifecycle from initiation through to closure.

All round knowledge of capabilities of ICT to meet business needs.

Experience of working in a fast-paced critical project delivery and change environment. | Working knowledge of business process management methodologies, e.g. SPRINT, LEAN, Six Sigma or equivalent.

Experience of working across Finance, HR, IT, or Procurement.

Good working knowledge of service delivery disciplines and systems that support it, operations and customer access services and channels.

Experience working with multiple stakeholders across multiple organisations. |

Ability and Skills	Excellent written and verbal communication skills including the ability to communicate complex issues to all audiences. Ability to influence and challenge others, where appropriate, in order to facilitate root cause analysis of business change and to impact on organisational culture. Ability to self-manage (self-organisation, self-direction, self-motivation and self-monitoring). Ability to solve complex problems and challenges. Ability to use office ICT systems (Microsoft Office, Word, Excel, Access, PowerPoint).	Ability to carry out logical data modelling.
Equal Opportunities	Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	