Job Description

Job Title: Senior Business Analyst

POSCODE: CCC2489

Grade: GRADEP3

Overall purpose of the job

The Senior Business Analyst is responsible for the development, management and delivery of a range of analytical work and service improvement projects and work-streams within the Customer and Digital Services (CDS) programme of work across Cambridgeshire County Council (CCC). A detailed knowledge and understanding of business analysis tools, project management, stakeholder engagement and the ability to adapt to a fast, evolving programme are critical within this role.

This is a hybrid role, however there will be a requirement to work from the office at various points during the month.

Main accountabilities

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1.	**Leadership** • Lead the successful delivery of complex business analysis on projects through effective programme and stakeholder management. • Develop and maintain a programme level plan, critical path and visibility of interdependencies between programmes for business analysis activities. • Own the delivery of the mapping of the As Is and the To Be processes on major projects and programmes.
2.	**Financial Management** • Identify and monitor business benefits; financial and non-financial. • Report to management on the benefits tracking. • Train Business Analysts and Project Management staff on how to track and manage benefit realisation across projects and programmes.
3.	**Data Analysis and Management** • To provide Business Analysis expertise to assist in the delivery of projects across the CDS Project and Programme Delivery programme. • To work with the Programme Managers to analyse the work relating to the delivery of the IT Capital Programme and associated workstreams. • To act as the lead Business Analyst on programmes, including owning the delivery of the analysis and how it impacts/defines the projects and programmes. • Collate, examine and validate the information required to design and develop the projects relating to the IT Capital Programme and associated workstreams. • Act as the business analysis lead on programmes of work including the management of business analyst project resources. • Act as the escalation point for project resources and stakeholders on programmes of work relating to the analysis, mapping, and service design. • Identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. To build and maintain effective working relationships with key stakeholders. • Lead on modelling more advanced and complex situations across more than one business function or programme. • Gather business requirements across the programme for implementation.

	• Input to the procurement process for service requirements and to also lead on ensuring the procured solution meets service requirements. • Provide a critical perspective on the overall strategy programme.
4.	**Service and People Management** • Support individual projects, by acting as a 'critical friend', gathering and completing Business requirements. • Lead the required implementation of identified business activities as determined within the projects. • Line manage Business Analyst and Business Partner roles within the team, including contract staff. Matrix managing resources within the project, ensuring their training, development and welfare needs are catered for and motivation is maintained. Where direct reports are being tasked by other project managers or the PMO, liaise with these to ensure that workloads and tasks allocated to their direct reports are appropriate and manageable. • Provide pastoral support to resources within the IT Project and Programme team. • Deputise for the Programme and Delivery Manager where relevant.
5.	**Customer Focus/Communications** • Support relevant project team and project board meetings including all associated administrative processes, ensuring that all meetings are organised, accurately recorded and decisions recorded in accordance with departments, corporate and statutory requirements and ensure actions are followed through. • Communicate complex concepts to a varied group of stakeholders in a way which is understood by all.
6.	**Cultural Change and Workforce Development** • Promote a culture of continual improvement. • Act as a quality assurance mechanism ensuring that the Digital Strategy projects and programmes are well managed, adhere to appropriate standards and good practice and are aligned to strategic direction.
7.	Identify and report or escalate risks as part of BAU activity, project delivery or engagement with the service.
8.	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.
9.	Maintain own continuing professional development to ensure that current work practice is in line with current requirements.
10.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
11.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Education	Educated to degree-level in a relevant subject (project management, business analysis, closely related discipline) or possesses equivalent experience.	**Essential**
	Business analysis qualification including Lean, Six Sigma, Process Mapping.	**Essential**
Professional Qualifications	Relevant professional qualification or membership; Prince2, Six Sigma, Process Mapping. Qualification must cover Project and Programme Management and Continuous Improvement.	**Essential**

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

Identify	Describe	Essential/ Desirable
Knowledge		
Agile Working	• Able to identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. • Able to help the team to decide the best approach. • Able to help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP), print and scope. (Relevant skill level: practitioner).	**Essential**
Business Analysis	• Able to take responsibility for investigative work into problems and opportunities in existing and new services. • Able to drive the analysis and collection of information to create recommendations for service improvements. • Analyse large amounts of complex information and use it to produce solutions. (Relevant skill level: practitioner). • Able to map business processes and identify areas for improvement which have a monetary value for services.	**Essential**
Business Improvement Process	• Able to analyse current services and processes and can identify and implement opportunities to optimise these. • Able to support evaluation and establishment of requirements using relevant techniques such as gap analysis. (Relevant skill level: practitioner).	**Essential**

Business Modelling	• Able to model more advanced and complex situations across more than one business function or programme. You know how to gather insight from senior stakeholders and communicate modelling results clearly to them. • Able to model resources and manage the budget for projects. • Able to model service financial costings to demonstrate improvements or savings based on proposed service design. (Relevant skill level: practitioner)	**Essential**
Business Process Testing	• Able to take responsibility for the creation of test cases. Able to create traceability records, from test cases back to requirements. (Relevant skill level: practitioner).	**Essential**
Digital Perspective	• Have the ability to apply a digital understanding to your work. • Able to identify and implement solutions for assisted digital. (Relevant skill level: practitioner).	**Essential**
Enterprise and Business Architecture	• Contribute to the creation and maintenance of the target operating model and identify the impact on operational service. (Relevant skill level: practitioner).	**Essential**
Innovation	• Able to lead others to innovate in their work as well as enabling them to innovate on their own. (Relevant skill level: practitioner).	**Essential**
Methods and Tools	• Able to ensure that teams are using the right tools and methodologies and promote their use. (Relevant skill level: practitioner).	**Essential**
Requirements Definition and Management	• Able to facilitate the setting of business priorities for change initiatives of high complexity. You know how to lead on requirements analysis and take responsibility for the investigation and implementation of changes to programme scope. (Relevant skill level: practitioner).	**Essential**
Stakeholder Relationship Management	• Able to influence stakeholders and manage relationships effectively. Able to build long-term strategic relationships and communicate clearly and regularly with stakeholders. (Relevant skill level: practitioner).	**Essential**
Testing (Business Analysis)	• Define test condition requirements. Able to work according to test plans to design, interpret and execute them. Able to highlight reports and risks and analyse results based on tests and activities. (Relevant skill level: practitioner).	**Essential**
User Focus	• Able to collaborate with user researchers and can represent users internally. Understand the difference between user needs and the desires of the user. Able to champion user research to focus on all users. Able to prioritise and define approaches to understand the user story, guiding others in doing so. Able to offer recommendations on the best tools and methods to be used. (Relevant skill level: practitioner).	**Essential**

Data Manager	• Good understanding of data management techniques including public sector information security and classification levels • Good knowledge of risk management and its application. • Expert in use of Microsoft applications. • Extensive knowledge and experience of working in Microsoft Project, Planner or other industry standard planning software.	**Essential**
Benefit Management	• Extensive experience in the development of benefits management strategies, techniques, processes and tools. • Demonstrable experience of cost benefit analysis methods, benefit mapping and benefit profiling tools. • Proven record of stakeholder engagement and working directly with Executive Teams, Senior Responsible Owners and Corporate Finance. • Recent experience of the development and implementation of Management Information processes and products related to benefits realisation. • Application of structured business improvement techniques to identify business.	**Essential**
Business Function Knowledge	• Strategic knowledge across all business functions (i.e. finance, quality, business development, HR and communications).	**Essential**
Working with Members	• Understanding of and sensitivity to working with members. • Understanding of organisational and political structures within the Local Authority environment.	**Essential**
Local Government Context	• Understanding of the decision making and governance arrangements within local authorities.	**Desirable**
Skills		
Working Together	• Able to build strong, professional relationships. • Able to communicate across a diverse and challenging community of stakeholders. • Have highly developed networking and influencing skills. • Able to negotiate and persuade stakeholders when conveying contentious proposals, solutions and implementing resolutions. • Be organised, analytical, and accurate with excellent attention to detail. • Collaborates effectively, sharing knowledge openly, valuing diverse perspectives, and embracing new ideas for better results.	**Essential**
Integrity	• Take responsibility for actions and escalates by exception.	**Essential**
Interpersonal Skills	• Respects others' contributions, handles differences constructively, and uses resources wisely.	**Essential**
Workload Management	• Accountable, taking responsibility for actions, solving problems proactively, and learning from all outcomes.	**Essential**

Operational Excellence	• Influence best practice in the work of team, contractors, partners and self. • Comfortable with considerable amounts of data and operating within a very complex and varied environment. • Demonstrate strong analytical skills and the ability to understand very complex issues and advise on complex solutions across business areas with the application of critical judgement. • Have high standards of numeracy, literacy, communication and presentation skills. • Organised, analytical, and accurate with good attention to detail. • Comfortable with larger amounts of data and operating within a complex environment. • Flexible to readily assist/ support where required. • Demonstrate strong analytical skills and the ability to understand complex issues and advise on solutions across business areas with the application of critical judgement. • Able to work on own initiative and to deadlines and be proactive and highly motivated. • Strive to identify areas for development in meeting expectations. • Strives for excellence, exceeding expectations, fostering innovation, and continuously improving.	**Essential**
Strategic Thinking	• Able to translate concepts and ideas into meaningful plans and action. • Able to work on own initiative and to deadlines and be proactive and highly motivated.	**Essential**
Leadership	• Influence and motivate people towards a common objective.	**Essential**
Collaborative Working	• Work collaboratively to promote and deliver the Council's interests and objectives across the organisation and with partners. • Able to deliver high quality formal reports and presentations within tight timelines. • Able to influence and motivate non-line managed staff with constructive criticism.	**Essential**
Resilience	• Confident in explaining decisions and identifying barriers to implementation. • Excel in a fast-paced team environment with resilience, determination and grit. • Able to operate at the most senior levels within the organisation including strategic partners, with the capability to go above and beyond as a matter of course.	**Essential**
Communication	• Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences. • Able to deliver high quality formal reports and presentations within tight timelines.. • Able to communicate across a diverse community of stakeholders; good networking and influencing skills.	**Essential**

Engaging Others	• Convey a shared sense of purpose and direction, enabling staff and others to engage with, understand and contribute to the successful delivery of the Council's objectives. • Able to work as part of a team, sharing knowledge and experience, recognise the strengths and weaknesses of others, and constructively challenge to achieve positive outcomes.	**Essential**
Influencing Outcomes	• Able to engage successfully with senior stakeholders to achieve desired outcomes.	**Essential**
Professional Development	• Demonstrate a commitment to personal training and development and to that of others. Recent evidence of learning opportunities taken.	**Essential**
Equality, Diversity and Inclusion (applies to all roles)	• Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	**Essential**
Net Zero (applies to all roles)	• Ability to contribute towards our commitment of becoming a net zero organisation.	**Essential**
Experience		
Business Analysis	• Experience working as a business analyst within a public sector organisation. • 10+ years' experience in a project and programme environment.	**Essential**
Relationship Management	• Experience developing strong and effective relationships across and outside of the organisation. • Extensive experience working with external consultants and strategic partners. • Experience communicating with a range of stakeholders including senior Council officers and strategic partners. • Developed management and leadership skills combining an open and inclusive approach with the ability to operate as a strong team player.	**Essential**
Leadership	• Able to deliver successful outcomes for staff and the organisation.	**Essential**
Creative Thinking	• Experience of having identified new ways of thinking for a problem or situation.	**Essential**
Innovation	• Introduce new approaches to solve problems or improve the way service is delivered.	**Essential**

Disclosure level

What disclosure level is required for this post?	Basic. Appointment to this role is subject to National security vetting, in the form of a Baseline Personnel Security Standard (BPSS) pre-employment screening. This screening is required as post holders will have access to government assets. For further information on the BPSS standard, please see Government baseline personnel security standard - GOV.UK (www.gov.uk).

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	~~Fixed~~	**Hybrid**	~~Field~~	~~Remote~~	~~Mobile~~