

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Digital Business Analyst

Digital, Data & Technology, Resource 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 facilitate and conduct activities in support of business change which maximises the use of digital technology.
- To provide business analysis expertise and advice or, where required, act as 'temporary' project manager to ensure the delivery of outcomes that achieve identified and approved business needs and goals

Accountable to:

This role is accountable to the Transformation Programme Manager. The role sits within Digital, Data & Technology, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. Liaise with business stakeholders across the council to redesign business processes around customers' needs, based on evidence not assumptions, to deliver simpler, clearer, faster services.
2. Arrange and lead meetings, workshops and focus groups, conduct interviews etc. in support of requirements gathering and elicitation activities, or, to support business process redesign.
3. Ensure that requirements are fully elicited through a variety of appropriate techniques, which can then be prioritised, documented and approved prior to evaluation and selection or development of a solution.
4. Identify and use the most appropriate business analysis tools and techniques to document outcomes from requirements elicitation activities, process and system design and redesign, business modelling and other business analysis related tasks and make this information available to all stakeholders.
5. Lead the negotiation and redesign of business processes with digital technology integration using highly developed analytical, influencing and negotiation skills with all stakeholders
6. Create appropriate business modelling documentation necessary to support project development, audit and approval stages, e.g. "As-Is", "To Be" and Gap Analysis, ensuring the documentation meets the needs of the intended audience.
7. Manage testing, training and transition tasks as well as benefits realisation and lessons learned activities in relation to the redesigned new business processes integrated with digital technology.
8. Act as subject matter expert where required on business process redesign, business process integration with digital technology and other technical business-related aspects of projects.
9. Attend project meetings and support project managers and business stakeholders where required to ensure successful project outcomes.
10. Present / share your findings, advise on best practice and communicate outcomes and process changes, deliverables and project activities to internal and external audiences.
11. Support GDPR evaluation, discussion and activities for assigned projects seeking where necessary, advice from the council's Data Protection Officer.
12. Demonstrate a commitment to equality and diversity in both the delivery of services and to staff.
13. Carry out any other duties which fall within the broad spirit, scope, levels and purpose of this job description
14. Ensure reasonable care is taken always for the health, safety and welfare of yourself and others and to comply with policies and procedures relating to health and safety within the Council
15. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
16. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

17. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
18. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.
19. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
20. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

Note: Where digital skills are an important part of the role, candidates may be asked to complete a separate task or assessment to demonstrate their ability to use Microsoft 365 and other relevant systems

Skills and abilities:	Essential / Desirable	Measured by
Highly developed problem-solving skills, proactive, sound planning and organisational ability, strong improvement focus, able to work in a fast-evolving and pressurised team-centric environment	Essential	
Exceptional customer facing, interpersonal, communication (particularly simplifying complex ideas) and influencing skills	Essential	
Excellent leadership and communication skills with the ability to listen, empathise, reassure and influence others and establish control where necessary	Essential	
Excellent customer service skills sufficient to understand and deliver high-quality services	Essential	
Exceptional verbal and written communication skills; with the ability to assess context and tailor communications to suit the audience	Essential	
Excellent interpersonal skills with the ability to develop professional relationships and rapport amongst key stakeholders	Essential	
Ability to actively promote and support a customer-focused approach to business analysis	Essential	
Able to assimilate new information quickly and accurately in a dynamic environment that considers and balances business, digital services and customers' needs	Essential	
Ability to work in a high degree of accuracy with attention to detail maintaining high standards of information recording	Essential	
Ability to adapt to organisational change	Essential	
Ability to adapt to technological advances in the workplace	Essential	
Self-motivated, able to work without supervision / using initiative	Essential	
Able to influence others and confidently and competently explain concepts, influence others and negotiate to achieve a suitable and agreed solution or outcome	Essential	
Work collaboratively considering the wider Digital Services team	Essential	
Places value on and can demonstrate personal and professional self-development	Essential	
This is applicable to all roles in WNC: Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	Essential	A/T/I
This is applicable to all roles in WNC: Information & Data Handling: Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
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Significant experience / knowledge of local authority business functions	Essential	
Significant knowledge of business process redesign, business process integration with digital technology and other technical business-related aspects of projects	Essential	
Knowledge and application of different business analysis methodologies and techniques to support both Agile and Waterfall project management methodologies	Essential	
Knowledge and experience of using Microsoft Office products including Visio	Essential	
Understanding of the General Data Protection Regulation (GDPR)	Essential	

Relevant experience:	Essential / Desirable	Measured by
Minimum 3 years' experience of undertaking business analysis within a complex environment	Essential	
Significant experience of using business analysis elicitation techniques to create and develop user requirements	Essential	
Knowledge and significant experience in the range of business modelling tools and techniques to support and develop redesigned business processes, digital product selection, integration and implementation	Essential	
Significant experience of managing small to medium sized projects and interfacing with projects that run cross functionally	Essential	
Experience of using digital technology to deliver simpler, clearer, faster services	Essential	

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent (qualification / professional experience)		A, T, I, P, D
BCS – Business Analysis Diploma or equivalent (qualification / professional experience)		
PRINCE2 Foundation (or equivalent professional experience)		

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:

Job family and salary band:	Professional Support Band 8	Worker type:	Part-flexible
People management responsibility:	None	Budget responsibility:	None

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

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.

WNC values colleagues as individuals and encompasses our different perspectives to deliver our collective ambitions. One West inclusive culture.

Should you require this document in another format or language, please contact:
Careers@westnorthants.gov.uk

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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.

