WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Job description and person specification

Business Change Analyst - Transformation

ASC Management, Adults, Communities & Wellbeing

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.

Purpose and impact:

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

To assist and support Project Managers and Project Owners/Senior Responsible Owners (SRO) in determining business change, shared services and supporting I.T. systems 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 and I.T. systems solutions.

To liaise with Senior Managers, Programme and Project Managers, I.T. Services, HR, Property, Finance and other specialists, project stakeholders and partner authority and/or client's staff.

Accountable to:

This role is accountable to the PMO Manager.

Responsibilities:

1. 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, I.T. Systems and economic perspectives.
2. 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.
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. 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.
6. Follow pre-defined methodologies, standards, tools and appropriate phases of the project life cycle, resulting in the successful project delivery.
7. Lead business users within impacted service areas and client organisations in enabling them to specify the outcomes required from processes, information flows, I.T. systems and post roles that will meet their 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. 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.
9. 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, information security requirements and I.T. systems requirements, and target levels of service and performance.
10. From a non-technical perspective, specify requirements for the acquisition of ICT systems and to participate in the selection of software and other ICT 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 ICT.
12. 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.
13. 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.
14. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
15. 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.
16. 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
17. 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.

18. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
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.

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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.

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

Skills and abilities:	Essential / Desirable	Measured by
Ability to use office ICT systems (Microsoft Office, Word, Excel, Access, PowerPoint).	Essential	A, T, I
Excellent written and verbal communication skills including the ability to communicate complex issues to all audiences.	Essential	A, T, I
Ability to carry out stakeholder analysis and facilitate group activities such as workshops.	Essential	A, T, I
Ability to influence and challenge others, where appropriate, in order to facilitate business change, and to impact on organisational culture.	Essential	A, T, I
Ability to carry out logical data modelling.	Desirable	A, T, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
All round knowledge of capabilities of ICT to meet business needs.	Essential	A, T, I
Working knowledge of business process management methodologies, e.g. SPRINT, LEAN, Six Sigma or equivalent.	Essential	A, T, I
Good working knowledge of service delivery disciplines and systems that support it, operations and customer access services and channels.	Desirable	A, T, I

Relevant experience:	Essential / Desirable	Measured by
Experienced and skilled in the capture, analysis and documentation of requirements for business change/IT solutions.	Essential	A, T, I
Experience of business process analysis including use of process mapping and task analysis techniques and tools, e.g. Visio, Protos, Casewise, Popkin.	Essential	A, T, I
Experience of business process/shared services reengineering and design including process testing and user acceptance testing.	Essential	A, T, I

Experience of supporting business change through the application of a range of business analysis techniques.	Essential	A, T, I
Experience of supporting the development of business cases and able to carry out cost benefit analysis and risk analysis.	Essential	A, T, I
Experience of working across Finance, HR, IT, or Procurement.	Desirable	A, T, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent NVQ qualification or proven relevant experience of supporting business change.	Essential	A, D
Evidence of professional management studies in one or more of the following disciplines; HR, finance, IT, business change or procurement.	Essential	A, T, I
Business analysis/business process management training or similar.	Essential	A, T, I
Formal project management training to at least PRINCE2 Foundation level or equivalent.	Desirable	A, T, I
BCS International Diploma in Business analysis (or certified modules) or similar.	Desirable	A, D

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 & salary band:	Professional Support Band 8	**Worker type:**	Part-flexible
People management responsibility:	No	**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.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

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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.

West Northamptonshire Council