



Job Description

Service:	Corporate Transformation, Insight and Performance
Job title:	Senior Business Analyst
Grade:	Grade H
Hours of work:	37 hours a week
Responsible to:	Transformation Manager
Responsible for	
Direct reports:	1-2 posts
Indirect reports:	Project specific
Budget:	None

Purpose of Post:

Huntingdonshire District Council has an ambitious improvement plan to ensure they can meet the needs of local residents and businesses through efficient and effective service delivery. A key enabler for ensuring the success of this work is to support services (through the use of business analysis) to undertake the following:

- Identify opportunities to improve business processes through the application of digital and non-digital solutions.
- Identify the potential consequences of a change (impact) and estimate what needs to be modified to accomplish that change.
- Ensure that activities within a change project are mapped so they are delivered effectively, working in partnership with digital analysts and technical leads to ensure business needs are translated into technical solutions.
- Identify BAU enhancements to ensure that benefits are delivered.
- Engage with policy and strategy to ensure business systems, workflows and processes contribute to target operating models.
- To provide Business Analysis expertise to assist in delivery of projects, streamline work processes and lead on Local Government Reorganisation (LGR) workstream deliverables for the Council
- To work with the Programme leads to analyse the work relating to the delivery of the Council's Transformation Programme, LRG and associated workstreams
- To act as the lead Business Analyst on programmes, including owning the delivery of the analysis and how it impacts/defines project outcomes and programme deliverables
- To collate, examine and validate the information required for Transformation projects and LGR work
- To act as the lead on programmes of work including the management of project resources
- Act as the escalation point for project resources and stakeholders on programmes of work
- 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.
- Business requirements gathering across the Programmes for implementation
- Provide a critical perspective on the overall programme of work undertaken by the service
- Provide leadership and mentoring/coaching support to resources within the wider team
- Deputise for the Head of Service where relevant

Key Deliverables:


- To lead organisational change and continuous improvement for efficiency and effectiveness across all services, through the analysis and documentation of current business process, performance data, user needs and opportunities for learning and development.
- To lead on work required to deliver the outcomes for LGR, project specific work within the council to ensure services are prepared for LGR activities, as well as transformation projects identified for delivery within the council annual programme of work.
- To build positive and robust relationships with key stakeholders across the organisation to playback the findings of the analysis and to generate viable and feasible recommendations that make improvements and add value.
- Use a range of tools and techniques to gather information against clear work objectives, develop new tools determined by commissioned work, and support the training and learning for the 3 Business Analysts to be confident about where and when the tools and techniques can be used.
- Create and present recommendations to senior managers and stakeholders for their own work but also on behalf of the team and provide support in building these skills across the 3 Business Analysts. Presentations will be on findings of the analysis and determined by need and value, leading to improvements.
- Map 'As-Is' and 'To-Be' complex business processes to identify opportunities to transition from one state to the other and provide support in building these skills across the 3 Business Analysts
- Evaluate the strengths and weaknesses of identified benefits analysis and lead on identifying business-related actions that will assist with project delivery and provide support in building these skills across the 3 Business Analysts.
- Produce all required documentation in accordance with the organisational approved project methodology and ensure the expected standards of control and documentation are adhered to and delivered by the other Business Analysts in the team.
- Support the management of the Council's overall portfolio of programmes and projects, LGR projects, as well as provide assurance and the role of critical friend across all projects.
- Form effective working relationships with members and officers across the Council.
- Build and maintain effective relationships with partners and other external bodies and use these relationships to continually improve service delivery and promote the Council

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<p>Educated to degree level or equivalent (E)</p> <p>Current management qualification (D) or management experience (E).</p> <p>Evidence of continuous professional development (E)</p> <p>Six Sigma or Lean (D)</p>
<p>Experience</p> <p>Experience the person would need to do the job</p>	<p>Significant experience of business analysis and project management within a commercial or public sector environment (E)</p> <p>Proven track record of using analytical tools and techniques to assess current working practices (inputs of process, data, customer and systems) to derive recommendations for improvements that were implemented and benefits (value for money) was derived (E)</p> <p>Experience of change management (E)</p> <p>Knowledge of methodologies for analysing and improving business systems such as LEAN thinking or similar techniques (E)</p> <p>Knowledge and/or experience of contract centre/customer facing analysis techniques resulting in recommendations/solutions that improve user experiences (E)</p> <p>Working with senior leadership and senior managers (E)</p> <p>Experience or knowledge of public sector processes or services (D)</p> <p>Knowledge and or experience of technologies, Agile techniques and digital solutions (E)</p> <p>Experience of formal project management methodologies (E)</p> <p>Experience of direct management of staff within a complex organisational environment (E)</p>
<p>Skills and Abilities</p>	<p>Mature people interaction skills</p>

<p>Specific skills the applicant would need to do the job</p>	<p>Taking strong personal responsibility for issues directly affecting the Business Analyst team and finding viable solutions</p> <p>Providing a safe and secure environment for the other team members to learn and develop their analyst skills, through shadowing, 360 feedback and empowerment of direct reports to be given new opportunities</p> <p>The capacity to react to changing circumstances, and be able to suggest alternative ways forward with the minimum of management intervention, and leading the team of analysts to achieve the desired outcome</p> <p>Outstanding verbal, written and data analysis/presentation skills</p> <p>Excellent IT skills including familiarity with a range of software applications</p> <p>Excellent understanding of business process re-engineering techniques</p> <p>High quality facilitation skills to encourages a safe environment, enable creativity in others and where people are willing to challenge</p> <p>Challenges the status quo: suggests new approaches to old problems</p> <p>Promotes and demonstrates continual improvement</p> <p>Ability to work on your own initiative as well as in collaboration with colleagues</p> <p>Aligning your work with the wider organisational processes and procedures</p> <p>Challenging in a constructive manner</p> <p>Influencing and problem-solving skills</p> <p>Commitment and ability to support and motivate staff</p>
<p>Decision Making and Impact on Others</p>	<p>Presents their case clearly, persuasively upwards, downwards and externally</p>

<p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Demonstrates confidence in their position</p> <p>Is credible and confident when presenting and communicating</p> <p>Makes use of personal and professional networks to gain support learn from others and increase their opportunities to influence</p> <p>Considering relevant data when making evidence-based decisions</p> <p>Considers diversity issues when making decisions and proposals</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Post will be highly visible with senior managers and some members</p> <p>This is a mix of strategic and operational work</p> <p>Internal customer contact – 80% (senior officers, cross section of officers)</p> <p>External customer contact – 20% (residents and businesses)</p>
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<p>A highly effective listener and communicator with strong influencing skills, able to inspire confidence and trust at all levels</p> <p>The ability to apply sound judgement in responding quickly to fast moving priorities whilst also identifying and working towards longer-term goals</p> <p>A corporate player acting with integrity, professionalism and drive in the best interests of the organisation and in accordance with the agreed strategic direction</p> <p>A self-motivated person with well-developed problem-solving skills</p>
<p>HDC values</p>	<p>Example: The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p>



	<p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

The council's employment arrangements are set out in the offer of employment. In applying for this role applicants will need to have regard to the following:-

Eligibility to work in the UK

Please indicate if there are any restrictions to your residence in the UK which might affect your right to take up employment in the UK and whether you require a work permit.

It is also essential that you provide your National Insurance Number.

Political restriction – This post is not politically restricted.

Working arrangements – The Council supports flexible working arrangements (including flexitime) and has significantly invested in technology to enable staff to work anywhere there is a secure network, particularly in offices of our partner organisations.