

Job Profile

Position Details	
Post	Business Analyst
Service Area	Commercial & Operations/ Commissioning & Client / Systems Team
Reports to	Head of Commissioning & Client
Grade	PO6
Job Family	To be completed by HR

Role Purpose
<p>To support the Head of Service and Commissioning Managers to regularly review internal and external services and inform new target operating models or service improvements across Commercial and Operations.</p> <p>Embedding ways of working with the business unit that ensure performance data, customer insights, benchmarking, market analysis and financial information are gathered in a consistent and replicable way.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. Promote information sharing within Commercial & Operations to assist in the shaping of services and better decision making. Work to enable teams to self-serve their own data requirements and increase the use of new data manipulation tools. 2. Identify improvement opportunities that will have a measurable effect on the services' effectiveness and the achievement of project milestones, deliverables and realised benefits. 3. Support colleagues in their own business analysis by developing the skills and techniques they are able to use to consider areas of improvement within their own discrete service areas. 4. Implement a programme of data gathering and presentation that provides the business unit management team with a clear picture of performance for all services that empowers the management team to make good decisions on services or projects. 5. Oversees the management of the key IT systems within Commercial & Operations, ensuring they are maintained, remain fit for purpose and support the improvements planned by the business unit. 6. Support the development of business cases for transformation and continuous improvement projects by co-ordinating work to identify and validate business

benefits, cost and risks, as required.

7. Quickly understand the business issues, service strength and weaknesses, data challenges and suggest areas for improvement, within the scope of any assignment.
8. Manage staff through a robust performance management framework ensure that a high level of performance is delivered, staff are accountable and that learning and development is embedded within the service.
9. Support project workshops, and work with a full range of staff from shop floor to senior management to draw out ideas, knowledge and previous learning.
10. Create, review, and edit service or process designs, requirements, specifications, business processes and recommendations related to projects and business as usual.
11. Work across a range of specialist disciplines / functions such as project planning, business case writing and project initiation documents, summarising of complex process and technical designs, financial models and target operating models.
12. Undertake work of a complex nature and undertake work across a variety of different disciplines, ranging from designing operating models, organisational designs, technical solutions design, financial modelling, process re-engineering, information gathering.
13. Support and challenge project managers and sponsors to deliver the process and work-streams of their projects within time, cost and scope constraints.
14. Support project teams to conduct business process mapping in order to map the current and desired processes to support the change programme.
15. Supports project teams to develop clear technical vision and functional requirements in order to identify and to appraise a range of technical solutions.
16. Supports project managers and project teams to identify and to ensure that the needs of stakeholders are understood and that they are kept informed and involved.
17. To develop a sound knowledge of the affected business area and the effect of the proposed changes
18. Audit existing projects to ensure appropriate technical best practice and methodologies have been followed to ensure the technical risks from projects are minimised and also project timeframes do not slip due to poor technical planning.
19. Help to resolve issues when projects experience difficulties/issues of a technical nature (this may involve external parties, e.g. product vendors, or internal parties, e.g. ICT).
20. Responsible for budget management to include: annual profiling, regular monitoring, taking corrective action and achieving savings.

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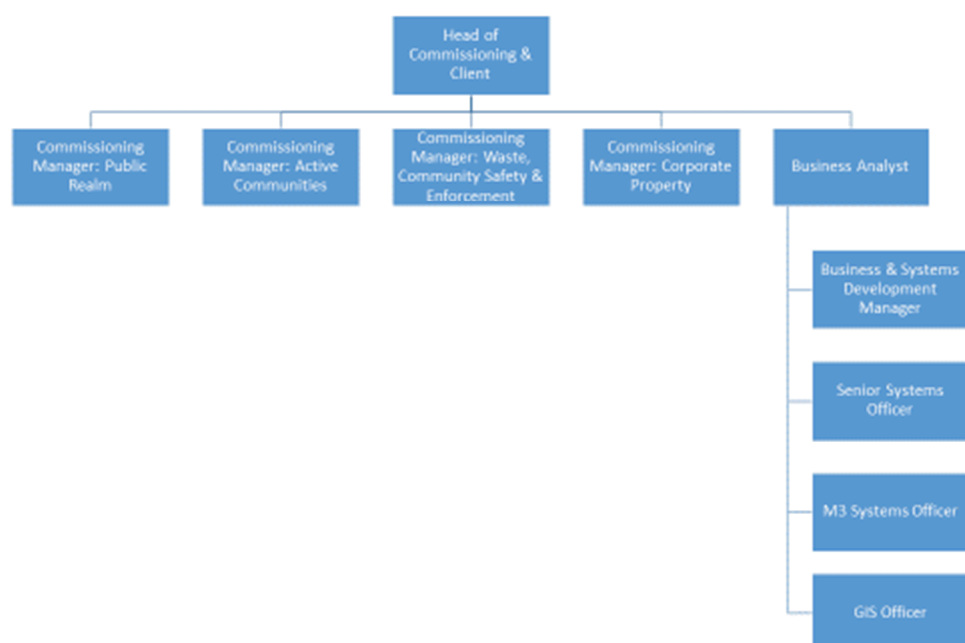
Generic Responsibilities
<ol style="list-style-type: none"> 1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements. 2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies. 3. Knowledge and experience of using IT. 4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Experience <ul style="list-style-type: none"> • Developing and delivering a robust performance management framework and approach to commissioning services and contract management; • Experience of delivering complex work programmes across different disciplines to tight deadlines. • Experience of analysing data and using this to support effective commissioning activity. 	E D E
Organisation & planning <ul style="list-style-type: none"> • Strong planning skills, including a demonstrable ability to plan out a programme of work, taking account of interdependencies and conflicting demands. • Strong analytical skills and able to collate and gather evidence, to support analysis and insight to deliver service improvements. • Effective and demonstrable Project and Performance Management skills. 	E E D
Political Understanding & Sensitivity <ul style="list-style-type: none"> • Able to work effectively with members and within a political environment, including when sharing challenging messages. 	D
Delivering change and improving capability <ul style="list-style-type: none"> • Understanding of how to improve outcomes through consistent and constant focus on the drivers, how to remove barriers to improvement, and to drive service improvement. • Work collaboratively, and challenge robustly where required, including with senior managers. • Able to innovate and think creatively to solve problems. 	E E E

<p>Communication and interpersonal skills</p> <ul style="list-style-type: none"> • Excellent oral and written communication skills. Able to negotiate effectively and win people round. • Strong IT skills including MS Word, PowerPoint, Excel, Outlook and Visio. • Excellent team working skills and able to develop strong working relationships amongst team, across the Council and with partners. • Personal and professional demeanour and credibility which commands the confidence of residents, members, other officers, staff, external partners and other stakeholders. <p>Core Values</p> <ul style="list-style-type: none"> • Commitment to the Council's vision and the ability to model the behaviours explicit in the Council's core values. • Able to demonstrate a customer focussed approach to commissioning. • A personal commitment to diversity and equality of opportunity. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
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Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> 1. Local residents / businesses / community groups. 2. Councillors and Cabinet members. 3. Council officers. 4. Contractors. <p><u>Other Information:</u></p> <p>N/a</p>

Organisational Structure



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
	x			
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				Not at present but possible

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	Some	Use of a computer.	Yes	Most
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
Budget Management responsibility for Systems Team.
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
Council Laptop and Mobile Phone.
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No.
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes – the Systems Team are responsible for the management and development of several council systems that are important to the effective running of our services.
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No.