**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Business Analyst | **Grade**:  PO5 |
| **Section:** | **Directorate:**  Chief Executive |
| **Responsible to following manager:**  Russell Gibbs | **Responsible for following staff:**  N/A |
| **Post Number/s:** | **Last review date:** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To support the Assistant Chief Executive and Head of Programmes in delivering the Digital and Data Workstream as part of our internal Change Programme, particularly around the optimisation of business processes. This workstream covers a wide range of themes including digital inclusion, infrastructure development, data automation, information management and workforce improvements.

To lead the business analysis for new products and services, working on small and medium sized digital projects to help services deliver transformation objectives.

**Specific Duties and Responsibilities**

***Stakeholder Engagement & Requirement Gathering:***

1. Establish and maintain effective relationships with key stakeholders, suppliers, and external organisations
2. Facilitate workshops and interviews to gather business requirements, identifying opportunities for service improvement.

***Requirement Analysis & Risk Management***

1. Lead multi-disciplinary business research initiatives, including desk research, workshops, and interviews to map end-to-end business processes, conduct data modelling and identify known frictions and pain points.
2. Critically analyse gathered requirements, identify inconsistencies or gaps in current and future processes, and highlight potential risks
3. Utilise data analytics and conduct gap analysis to derive key themes and insights for better decision making.

***Solution Design, Validation & Regulatory Compliance***

1. Design 'To Be' workflows and processes, ensuring they meet user needs and are compliant with regulatory standards, legislation and data security.
2. Champion awareness and application of user-centred design principles in order to understand the needs, challenges, and experience of service users. This should include accessibility and inclusion needs to ensure services are intuitive, accessible, and meet the diverse needs of all users.
3. Facilitate co-design activities, bringing together users, service providers, architects, analysts, researchers, designers, and developers. Employ iterative, prototype-driven methods for solution creation and testing, ensuring designs are continually refined based on user feedback and data insights.

***Project Implementation Support & Communication***

1. Provide strong support throughout project implementation, ensuring services are intuitive, accessible and simple. Champion digital inclusion and accessibility in all stages of service design and delivery.
2. Effectively communicate complex information to different audiences through presentations, diagrams, reports and user-focused products such as user journey maps.

***Testing, Quality Assurance & Continuous Improvement***

1. Participate in testing and quality assurance activities, ensuring that digital needs are well catered for and journeys are smooth.
2. Establish a cycle of continuous improvement, where feedback from various sources inform the ongoing development and iteration of services.

***Change Management, Evaluation & Leadership***

1. Lead and facilitate change management processes, advising and supporting managers on matters affecting the implementation of any new models, systems or processes.
2. Evaluate the effectiveness of solutions post-implementation, using performance review and improvement measures to ensure high quality capture return on investment.
3. Provide leadership within the team, developing and mentoring less senior team members, even if they do not have direct line management responsibility for them.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The profile is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Person Specification**

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| **Job Title: Business Analyst** | **Grade**: PO5 |
| **Section:** | **Directorate:** Chief Executive |
| **Responsible to:** | **Responsible for:** |
| **Post Number/s:** | **Last Review Date:** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Broad understanding of local government business processes and the digital systems used to initiate these |  | **X** | **(A) (I)** |
| Understanding of business analysis profession and skills | **X** |  | **(A) (I)** |
| Understanding of product thinking and the product development lifecycle | **X** |  | **(A) (I)** |
| Understanding of user-centred design and service design | **X** |  | **(A) (I)** |
| Understanding of agile ways of working and software development practices | **X** |  | **(A) (I)** |
| Understanding of the principles and application of GDPR regulations and cyber security | **X** |  | **(A) (I)** |
| Knowledge of modern technology, including cloud technology, architecture, agile delivery methods and software practices | **X** |  | **(A) (I)** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of working in a digital-orientated public sector environment |  | **X** | **(A) (I)** |
| Successful track record of working in multidisciplinary teams to deliver digital products in a fast-paced and agile environment | **X** |  | **(A) (I)** |
| Experience of delivering digital improvement projects and programmes | **X** |  | **(A) (I)** |
| Experience of developing workflows/mapping, digital systems development and digital operating systems control processes | **X** |  | **(A) (I)** |
| Experience of analysing problems and identifying effective solutions in relation to the effective running of digital and IT systems | **X** |  | **(A) (I)** |
| Experience in understanding and balancing client, organisational, and technical needs and knowing how to balance these when recommending decisions | **X** |  | **(A) (I)** |
| Experience of working as a business analyst in teams building products and platforms | **X** |  | **(A) (I)** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to work in agile ways, identifying problems to solve and building evidence to drive product decisions | **X** |  | **(A) (I)** |
| Ability to build and execute a backlog, translating user needs into user stories |  | **X** | **(A) (I)** |
| Ability to visualise service journeys; map current and future processes, to quantify steps and pain points, and to prioritise development as well as agree product scope |  | **X** | **(A) (I)** |
| Ability to lead investigations into service gaps and friction, and make recommendations for service improvement | **X** |  | **(A) (I)** |
| Ability to gather, distil, and simplify for an audience large amounts of data, judging what is and isn’t important, including writing reports that quickly help someone understand the problem to be solved | **X** |  | **(A) (I)** |
| Ability to understand customer or user’s needs and translate this into a business process which delivers an improved service to the customer | **X** |  | **(A) (I)** |
| Project management and change management skills, with the ability to deliver small scale projects to time and quality | **X** |  | **(A) (I)** |
| Strong communications skills (written and verbal). Ability to communicate easily with staff at all levels in the organisation, as well as write reports, prepared detailed presentations and present to a range of audiences. | **X** |  | **(A) (I)** |
| Ability to proactively schedule workload based on competing priorities, ensuring deadlines are met. | **X** |  | **(A) (I)** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Degree or equivalent level or relevant work experience | **X** |  | **(A) (I)** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**