



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

| Post Details | |
|-----------------|--|
| Job Title | Business Analyst |
| Job Reference | 713367 & 713368 |
| Service | Chief Executives Office - Business Change |
| Team | Process Re-Design |
| Location | Shute End, Wokingham/Home Working |
| Reports to | Change and Re-Design Lead |
| Responsible for | Potential for 1 or 2 FTE (graduates grade 6) |
| Grade | 8 |
| Contract Type | 12 MONTH FTC |
| Hours | Full Time |

| Main Accountabilities | |
|-----------------------|---|
| 1. | Lead service process re-design workshops, focusing on efficiencies, improvements, digitalisation, and automation whilst also considering the customer journey, to design easy, equitable and accessible services for customers. |
| 2. | Support services to identify high volume processes, high volume customer interactions, customer thought processes and reactions, which reveal opportunities for improvement, efficiencies and innovation in the customers experience (both internal and external) |
| 3. | Use data and insight to identify opportunities to make recommendation and deliver efficiencies across the transformation portfolio by creating scoping documents and analysing current service performance. (review of website, applications, process volumes, and customer contact etc.) |
| 4. | Facilitating effective workshops with stakeholders and Subject Matter Experts (SMEs) that apply the organisations design principles and deliver the desired outcomes. |
| 5. | Liaising with internal and external stakeholders to ensure the appropriate requirements are gathered and understood so that they can be applied correctly to maximise identified benefits. |
| 6. | Responsible for the collection and creation of supporting materials for each business process, such as outgoing customer documentation, web content, process stage procedures and training documentation, ensuring consistency and a customer-centric approach. |
| 7. | Responsible for the creation and review of documentation for re-designed processes that support the development of new ways of working and improved process-specific technology functionality; to include workflow diagrams, case studies and user stories where appropriate. |
| 8. | Support and work with the Change and Redesign Lead to find and deliver efficiencies savings across the organisation through process redesign and innovation. |





| | |
|----|--|
| 9. | Promote the values of the Business Change team and Business Analysis function throughout the organisation. |
|----|--|

| Person Specification | Essential | Desirable |
|---------------------------------|--|--|
| Education/Qualifications | <p>Educated to degree level or be able to demonstrate equivalent knowledge, skills and aptitude.</p> <p>Business Analysis qualification or able to demonstrate equivalent knowledge, skills and aptitude</p> | Knowledge of local government and particularly transformational Government and efficiency agenda |
| Experience | <p>Experience of supporting staff through cultural change as part of an implementation of business change or new ways of working.</p> <p>Experience of leading an implementation work stream within a programme of projects or equivalent experience.</p> <p>Experience of facilitating workshops of business users and dealing with challenge.</p> <p>Experience of applying technology solutions to improve business processes and find efficiencies.</p> <p>Understanding of business engagement to support the introduction of new technology and processes.</p> <p>Understanding of how to research and review services and apply the data and insight to find efficiencies and make recommendations for implementation.</p> <p>Experience of presenting recommendations to senior stakeholders</p> <p>Experience of designing new process to create financial efficiencies</p> | <p>An understanding of Agile development methodologies and approaches.</p> <p>An understanding of change management principles.</p> <p>An understanding of AI and automation and how that can be applied successfully.</p> |
| Skills/Knowledge | <p>Ability to produce business requirement documentation including workflow diagrams, user cases and user stories.</p> <p>Ability to quickly understand new technologies and translate their functionality, such that optimal</p> | |





| | | |
|------------------------------|---|--|
| | <p>solutions can be applied to business processes.</p> <p>Computer literate including experience of using IT systems and Microsoft Office software (e.g. Teams, Outlook, PowerPoint, Visio, Excel & Word)</p> | |
| Behaviours/Attributes | <p>Confident</p> <p>Professional</p> <p>Great communicator</p> | |

| Purpose Details | |
|------------------------|--|
| Service Purpose | To apply, share and champion our programme and change management expertise, to enable the organisation to successfully deliver large scale transformation, change and continuous improvement, resulting in financial efficiencies and better outcomes for our residents. |
| Role Purpose | To participate in delivery of the Council's change and improvement programme through identification and analysis of opportunities for service improvement and efficiencies by leading projects included in the programme. To support the Council in implementing the key design principles of prevention and reduction of demand through customer/community enabling, automation, improved access to services and information for customers, earliest possible resolution of customer enquiries and streamlined & efficient approach with common technology, processes and roles. |

| Supervision and Relationships | |
|-------------------------------|--|
| Supervision Received | This post reports to the Change and Re-Design Lead and will receive strategic direction and general guidance. |
| Supervision Given | This post could include a small amount of line management (1 or 2 FTE) of the Graduates (Grade 6), this will be determined by the Change and Redesign Lead when or if appropriate. Some general guidance and supervision of graduates responsible for Business Analysis will also be required. |
| Contacts | This post will interact with stakeholders at all levels in the organisation |

Resources/Budget Management





None

Special Requirements

Some Evening work or attending evening meetings may be required on occasion.

| Occupational Health Risk Assessment | Details |
|---|---------|
| Skin/Respiratory Sensitisers | N |
| Working at Height | N |
| Exposure to Noise (>80-85dB) | N |
| Confined Spaces | N |
| Frequent Display Screen Equipment Use | Y |
| Driving for Work | N |
| Hand Arm Vibration | N |
| Lone Working | N |
| Healthcare/Social Contact with Patients | N |
| Blood Borne Viruses Exposure | N |
| Food Handling | N |
| Working with Animals | N |
| Specialised Medical Screening | N |
| Night Working | N |
| Safety Critical Work | N |

| Nature of the Role | Details |
|----------------------------------|---------|
| Healthcare or Hospital Work | N |
| Working with Children (under 18) | N |





| | |
|--------------------------------------|---|
| Working with Elderly/Disabled Adults | N |
| Work Environment Details | Shute End offices, Wokingham, and Home working. |

| Role Involvement | Details |
|--|---------|
| Working with Children | N |
| Working with Vulnerable Adults | N |
| Both of the Above | N |
| Providing Care/Supervision for Children | N |
| Providing Care/Supervision for Vulnerable Adults | N |
| Both of the Above | N |
| None of the Above | Y |

| Disclosure and Barring Service (DBS) | Details |
|--------------------------------------|--|
| DBS Requirement | NA |
| Eligibility Tool | Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK) |

| Re-checks |
|--|
| <Details of required regular checks in line with regulations.> |

| Evaluation Declaration | |
|------------------------|-------------------|
| Date of Evaluation: | <DD/MM/YYYY> |
| Evaluated by: | <Name, job title> |

