



JOB TITLE:	Business Analyst (Digital Transformation)
DEPARTMENT:	Transformation
POST NUMBER:	2009
GRADE:	5
ACCOUNTABLE TO:	Digital Projects Lead
LOCATION:	Hybrid working, City Offices and any office of the City Council as may be required

POST OBJECTIVE: To play a key role in supporting the implementation of digitalisation of services and driving service improvement initiatives. The role will focus on ensuring that business processes are efficient, customer-focused, and aligned with strategic objectives. A key aspect of the role will involve working on the implementation and optimisation of the new CRM platform and digitalisation of Planning & Regulatory services, with experience of similar digital solutions considered highly desirable.

Working collaboratively with staff and key stakeholders to deliver the service priorities in line with the business, corporate and regulatory requirements.

To support the Digital Projects Lead in ensuring there is operational consistency in shared functions and activities across all teams.

SPECIFIC TASKS:

The post holder will work positively and collaboratively with staff across Council services and other departments, putting customers at the heart of everything we do.

The role will vary depending on the priorities of the digital transformation plan. Main areas of accountability and duties will most frequently involve the following:

Analysis

1. To gather, document and analyse business requirements.
2. Develop 'to be' processes based on business and technical requirements identifying areas for service improvement throughout.
3. Produce high quality process and requirements documents.

4. Take a proactive approach in making recommendations about potential improvements appropriate to assigned work.
5. Work with staff to produce high quality, detailed requirements which are justified and prioritised.
6. Create detailed technical and functional requirements and user stories for system implementation and enhancements.

System implementation and support

7. Liaise with staff, IT and external suppliers to support CRM implementation activities.
8. Assist with the creation of acceptance criteria for testing and implementation activities.
9. Support the successful implementation and configuration of the new CRM platform and digital solutions for Planning & Regulatory services.
10. Assist with training plan development ensuring 'to be' processes are fully embedded and adopted.
11. Ensure all system changes comply with data protection and national accessibility and Planning regulations.

Stakeholder engagement

12. Build and maintain strong working relationships with internal and external stakeholders and suppliers.
13. Facilitate workshops and meetings with staff, IT and other relevant stakeholders.

Other

14. To undertake such duties, as determined by the Digital Projects Lead in line with the grade of the post and the abilities of the post-holder.

In addition, the post holder will be required to:

1. Comply with the Council's safeguarding policy.
2. Comply with the Council's Equal opportunities policy.
3. Comply with the Code of Conduct and other relevant policy, procedures and legislation.
4. Comply with the Council's Data Protection policies, Data Protection Act and other relevant legislation.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed.....

Dated.....





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DEPARTMENT: Transformation **DATE:** March 2026

Requirements		Weighting	Assessment Method
Skills	<ul style="list-style-type: none"> Strong analytical and problem-solving skills 	3	A/I
	<ul style="list-style-type: none"> Ability to analyse complex processes providing recommendations for solutions and improvements 	3	A/I
	<ul style="list-style-type: none"> Experience in process mapping and requirements gathering 	3	A/I
	<ul style="list-style-type: none"> Translating business requirements into functional and technical requirements 	3	A/I
	<ul style="list-style-type: none"> Excellent communication and stakeholder engagement skills 	3	A/I
	<ul style="list-style-type: none"> Knowledge of BA methodologies 	3	A
	<ul style="list-style-type: none"> Ability to manage multiple projects and priorities effectively 	3	A/I
	<ul style="list-style-type: none"> Proficient in Microsoft Office 365 and familiarity with project management tools 	3	A
Experience	<ul style="list-style-type: none"> Proven experience as a Business Analyst or similar role within a public sector environment. 	3	A/I
	<ul style="list-style-type: none"> Experience with CRM platforms or other customer engagement systems (desirable but not essential) 	3	A/I
	<ul style="list-style-type: none"> Experience in system testing and implementation. 	3	A/I
		2	A/I

	<ul style="list-style-type: none"> • Understanding of change management principles • Knowledge of Agile or other project delivery methodologies 	2	A
Personal Qualities	<ul style="list-style-type: none"> • Solution focused with a positive, can do attitude • Attention to detail and data accuracy • Strong communication skills with an ability to adapt approach to the needs of stakeholders • Good team player with a flexible approach • Work well under pressure balancing competing demands • Ability to build and maintain positive working relationships with a variety of stakeholders 	3 3 3 3 3 3	A/I A/I A/I A A/I A/I
Specific Job Requirements	<ul style="list-style-type: none"> • Facilitate workshops and meetings with stakeholders to gather requirements • Commitment to delivering good customer service • Teamwork and effective stakeholder engagement • Deliver high quality detailed process maps and other documentation which can be understood by a variety of stakeholders • Create detailed technical and functional requirements • Good time management skills and ability to prioritise tasks 	3 3 3 3 3 3	A/I A/I A/I A/I A A

Qualifications	<ul style="list-style-type: none"><li data-bbox="462 147 1071 189">• GCSE (or equivalent) in Math's and English<li data-bbox="462 241 1071 346">• Degree or equivalent qualification/experience in business analysis or related field<li data-bbox="462 420 1071 493">• Professional certification BCS Business Analysis or similar desirable	3 3 2	A A A
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