

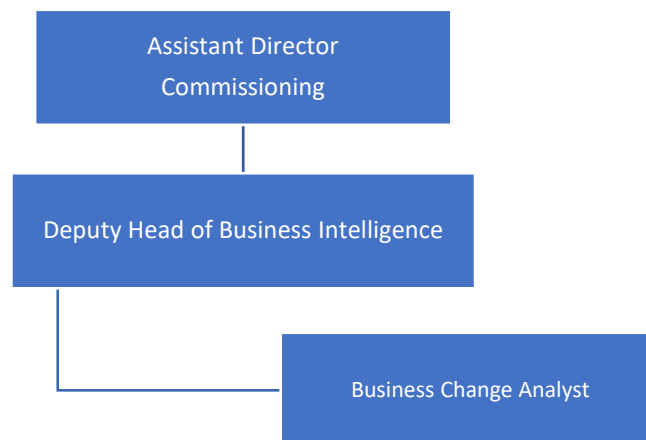
Job description

Job title:	Business Change Analyst (0.6FTE) 12 month fixed term contract with possibility to extend to 24 months		
Directorate:	People	Salary:	£29,372 - £32,513 per year Including: £437 London Weighting (FTE £48,955 - £54,189 per year including £729 London Weighting)
Section:	Commissioning	Grade:	BG-E, SCP37-42
Location:	Time Square	Work style:	Flexible

Key objectives of the role

- To support the effective and efficient delivery of grant funded transformational programme and its different workstreams to a successful conclusion by providing insightful data analysis and robust process optimisation and mapping.
- To take a customer centric approach to analyse complex business problems and work with stakeholders to determine what changes are required to meet business needs with the use of varied industry tools, techniques, and data to work through options.
- To actively identify and develop process optimisation opportunities and functional requirements to promote continuous improvement, using Power BI to produce project and workstream reporting (including dashboards) to track progress, benefits and risks.

Designation of post and position within departmental structure



The post holder will be part of a wider programme team working across the People Directorate, mainly within Children's Social care and Early Help. However due to the technical nature of this role they will have direct supervision to our Deputy Head of Business Intelligence as well as dotted line into the programme lead.

Daily and monthly responsibilities

1. Undertake data analysis to baseline service performance and identify opportunities for performance including through gathering data and insight on what works elsewhere.
2. Partner with the business to understand operational processes, produce process maps and undertake analysis to determine opportunities for optimisation by reducing waste, identifying gaps, increasing standardisation, and removing single points of failure across current business operating models.
3. Map and analyse current (“as-is”) and future (“to-be”) processes to identify issues, impacts and dependencies, and support the design and implementation of process changes aligned to the transformational reform programme.
4. Quantify and track process savings from efficiency and effectiveness improvements rather than immediate structure changes, maintaining clear records of the reduction in workload so that these can be demonstrated as non-cashable benefits
5. Understand how to identify and define opportunities for improvement using proven methodologies such as Kanban, Lean, Six Sigma, Customer Journey Mapping etc.
6. Work closely with the programme workstream leads and other council officers across the People directorate ensuring business processes are fit for purpose and strategically aligned.
7. Develop and maintain Power BI reports and dashboards that provide objective insight on major change proposals, tracking key measures (e.g., performance, demand, benefits and risks) to support decision-making.
8. Plan, arrange and facilitate meetings/workshops and relations with stakeholders, including suppliers, end users and frontline staff.

Scope of role

The post holder will be a key member of the Transformation Programme team, working across different programme workstreams to support the design, delivery and tracking of transformational reforms.

The post holder has no direct line management responsibility and no delegated budget responsibility.

Commitment to the Council’s Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	<p>Demonstrable experience of working as a Business Analyst within a Business Change/ Transformation function in a multifaceted organisation and able to effectively prepare and maintain the following documents/tools:</p> <ul style="list-style-type: none"> • Baseline Analysis to identify/ understand problems • Requirements Document to understand what is needed • Process Mapping of both “as-is” and “to-be” processes <p>Ability to conduct wide range of data analysis to develop insight to inform opportunities for improvement.</p> <p>Experience of using Power BI to develop and maintain dashboards and reports to communicate insight to stakeholders.</p>	<p>Certification/qualification in Business Analysis or equivalent Six Sigma qualification.</p> <p>A formal Project Management qualification.</p> <p>Experience with process mapping software e.g. Engage Modeller</p>
Competence summary (Knowledge, abilities, skills, experience)	<p>Experience in handling change in a dynamic environment, exercising independent judgment.</p> <p>Ability to carry out comprehensive data analysis to baseline service performance and identify opportunities for service and business improvement.</p> <p>Must be able to decipher requirements elicited then document and present them to key stakeholders</p> <p>Must be able to logically reason and make judgements based on evidence and calculated assumptions</p> <p>Experience in delivering workshops/projects using proven tools and techniques such as Agile, Prince, Kanban, Six Sigma etc. Ability to drive analysis, identify, prioritise, and implement improvements and efficiencies, ensuring that the organisation</p>	<p>Experience of managing a significant change project</p> <p>Ability to look at needs of stakeholders from different perspectives and suggest unorthodox solutions</p> <p>Facilitate innovation through sharing ideas, mind mapping, use cases and lateral thinking</p> <p>Ability to constructively challenge the status quo or complex new/evolving ideas in a way that invokes a positive response.</p>

derives maximum value from services.

Experience of creating requirements specifications, process maps, business cases, risk assessments to a high standard that is easily understood by all stakeholders

Proven ability in demonstrating a wide range and high level of consultancy skills, with particular emphasis on collaborative working.

Work-related Personal Requirements	Ability to work flexibly balancing a number of competing tasks and projects simultaneously, often under pressure. Excellent organisational skills.
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Other work requirements	A satisfactory enhanced Disclosure and Barring Service check.
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Ability to attend occasional evening and/or weekend engagement and consultation meetings, if required.

Must be able to demonstrate the Council's value and behaviours.

Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.
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We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.



