Role Title:	Business Systems Analyst		

Directorate:	Resources	Grade:	LBR12

Department:	IT	Hours/weeks:	36 hours/52.14 weeks

Function:		Post number:	

Team:	Programme Support Services	Base/location:	Lynton House

Reports to:	IT Strategy Programme Team Leader		

Responsible for:	None

Role and Context

| Overall Role Purpose: | Business analysts play a key role in researching, defining and guiding change projects. The scale of those projects may vary from a day's work to a long-running, multi-faceted programme of work spread over several months.

You will be asked to assess the viability of proposals and roughly outlined ideas for change, and your conclusions will lead to decisions to reject ideas or to commit thousands of pounds of council money to developing and delivering those ideas as fully-formed projects.

You will be responsible for preparing business cases, project briefs and benefits management plans, and for advising project boards. During the course of a project you may be asked to assess progress or re-visit changing project requirements.

Outside conventional project structures, your ability to analyse processes and to envisage improvements mean you have an important role to play in creating opportunities for the council to be more effective and to deliver better services to the public. |
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| Role Context: | The IT service delivers projects initiated within IT and on behalf of business units, from a small core programme office, supplemented by temporary additional staff with specific expertise. |

Key Accountabilities and Result Areas

| Strategy and Planning | *SFIA Change implementation planning and management: Level 5*

1. Investigating, scoping and evaluation projects proposals.
2. Assessing likely resource demands and costs of projects.
3. Assessing the contribution of project proposals to the council's strategy.
4. Forecasting realistic project outcomes and planning benefits realisation after project delivery.
5. Identifying new areas for business process improvement. |
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| Operations and Support | *SFIA Business analysis: Level 5*
SFIA Benefits management: Level 5

1. Investigates potential projects, assessing viability of success, costs and strategic fit.
2. Critically investigates and documents business processes in order to improve them.
3. Produces realistic business cases and analytical reports. Resists pressure to accept the opinions of others as facts, but reports objectively on concrete evidence and findings. |
|---|---|

	4. Estimates costs, timescales and resource requirements of proposed projects and weighs these up against likely benefits.
	5. Contributes to ongoing project activity and project governance. Evaluates options and makes recommendations based on options.

Systems and Process Development and Improvement	*SFIA User experience analysis: Level 4*
	SFIA User experience evaluation: Level 4
	1. Supporting the work of the Programme Office and the IT service in general to deliver the IT programme.
	2. Mapping council business processes and data flows.
	3. Analyses the user and customer experience of business processes in order to design improvements.
	4. Conducts business impact assessments to support change projects.
	5. Contributing to improvement in the project governance and management framework.
	6. Completes research, investigation and assessments of issues for the IT service as requested.

Communication Partnership	1. Building strong, positive working relationships with key customers across the council and with our external customers.
	2. Provides up-to-date, objective project data to the organization, enabling open communication on the achievements of the IT programme.
	3. Maintains good relationships with commercial partners who supply resources to project delivery.

Performance and Standards	1. Applying professional standards to the work.
	2. Validating the accuracy of information before it is presented to stakeholders.
Key Performance Outcomes	1. Delivery of assigned project and research tasks on time and to specification.
	2. Projects deliver against clearly defined objectives and benefits.
	3. Project boards are enabled to make sound decisions on the information provided.

Resource Management	1. Mentoring colleagues when required.
	2. Ensuring that project activities are clearly attributable and accounted for.
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification		A - I - T
Knowledge & Experience	*Method of candidate assessment: A = Application form I = Interview T = Test*	
Statutory or Mandatory qualifications:	No Mandatory Qualification Required	
Educational Ability	Degree or equivalent qualification	A

Key Subject or Content Areas	• Prince 2 Practitioner or equivalent qualification (Essential) • ITIL® Foundation (Desirable) • Experience of practicing Agile project management techniques • Tools for business process analysis and documenting.	A
Knowledge / Experience Field Title e.g. Project Management	MS Office 2016 Office 365 MS Visio or comparable tools for representation of data flows and systems relationships	A I
Knowledge / Experience Field as required	Project governance frameworks and project management processes Project development lifecycle Risk assessment Significant experience in the development of business cases and scoping documents. Benefits mapping. Excellent communications skills, both in providing and in receiving and interpreting information. Excellent standard of numeracy and written English, able to summarise complex ideas succinctly and unambiguously.	A I
	Able to analyse conflicting viewpoints and priorities. Able to discern significant and strategic issues from a mass of detail or relative scarcity of information. Persistent in pursuit of necessary information and establishing facts. Establishing credible relationships within IT and the business, acting as a respected representative of the IT service. Able to plan and manage own time and work independently.	A I
Management	Ability to influence and motivate individuals to collaborate with project objectives. To develop and maintain good working relationships with internal and external customers and stakeholders.	I
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	
Effective and Collaborative Team Working	To take responsibility for personal development and actively participate in all learning and development. To participate in the ongoing development, implementation and monitoring of service plans. To support and contribute to value for money, service efficiency and improvement.	A I
Working Pattern and travel	Office based with homeworking opportunities	

Version:	1
Last Reviewed:	26/06/2018

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Team:	Programme Services	Base/location:	Lynton House

Key areas for decision making:

Please describe the decisions that the job holder will be expected to make themselves in the course of their job, and those they will be expected to refer to others, including their manager.

Please give three examples of decisions that the job holder will make themselves.	• Organisation and scheduling of own workload
	• Recommendations to project boards
	• Approach to investigation and recording of information
Please give details of any legislation, policy, process or procedure that are referred to or worked within in order to make decisions.	• GDPR, DPA, FOI • IT service procedures
Please give three examples of decisions that the job holder will refer to others. State who is responsible for each decision	• Selection of projects / ideas to develop (Programme Office Manager)
	• Quality standards for project outputs (customer)
	• Prioritisation of projects (Programme Office Manager)

Role Dimensions

Does the job holder have any financial responsibilities?

a) Please give details of the budget, grants and contract responsibility, both directly and indirectly relevant to the job.	No
b) Does the job holder have sole responsibility for any financial aspect? I	No

Does the job holder have any responsibility for physical resources?

a) Please give details if the role is personally responsible for the proper use and safekeeping of equipment, stock, materials and/or buildings.	No

Does the job holder have any staffing responsibilities?	
c) Please give details of the number of workers line managed and/or supervised by the job holder; and the number of workers managed overall. Please also indicate the total staff costs involved.	No
Please include structure charts when submitting any job for job evaluation and grading	

Key Contacts

Give details of the key people that the job holder has significant contact with, why, and how often.

	Job Title (or group) + Organisation for external contacts	Frequency of contact	Role and Reason for contact
Key Internal Contacts	IT service managers and staff Business managers Project board members Project staff in other council services	Daily	Negotiating access to staff and data in order to investigate current work systems and develop proposals Customers – recipients of information
Key External Contacts	Local authority project / programme managers External suppliers	Monthly	For knowledge sharing / training and development For systems information

Physical and Environmental Conditions

Provide details of any physical requirements or environmental conditions that the job holder will encounter over and above those expected in a normal office environment? Including how long they last and how often they occur (see guidance).

Physical Effort	
Working Environment	Office based with homeworking possible

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