

## London Borough of Redbridge Senior Business Analyst - Modernisation

### **About Redbridge**

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

<b>Job Title:</b>	Senior Business Analyst - Modernisation		
<b>Accountable To:</b>	Head of Modernisation		
<b>Grade:</b>	LBR12	<b>Post Number:</b>	TBC
<b>Direct Reports:</b>	Modernisation Business Analysts		

## Role Dimensions

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The Council is operating under Exceptional Financial Support (EFS) and delivering a recovery programme comprising multiple corporate and directorate programmes. This role leads the operational diagnostic and service redesign work that underpins the modernisation portfolio.

The Senior Modernisation Business Analyst independently scopes, investigates, and develops costed options for service transformation across all directorates, providing the evidence base on which programme decisions and savings commitments are made.

The postholder acts as the primary delivery lead beneath the Head of Modernisation, managing a small team of Modernisation Business Analysts and holding relationships with Heads of Service and programme Senior Responsible Officers. This role ensures the modernisation function can operate across multiple service areas simultaneously and is not dependent on a single officer.

## Management Structure

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- Reports to Head of Modernisation.
- Line Manager for Modernisation Business Analysts.

## Job Context

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### Key Relationships:

- Head of Modernisation (line manager), Modernisation Business Analysts (direct reports), Heads of Service and programme SROs across all directorates, Director of Modernisation and Delivery, Finance, Digital Transformation, PMO, and HR/OD colleagues as required by programme scope.

## Key Accountabilities

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### Key Responsibilities:

- Lead end-to-end modernisation diagnostics across service areas, from initial scoping through to costed options and recommendations for redesign.

- Manage and direct Modernisation Business Analysts, allocating assignments, quality assuring outputs, and supporting their professional development.
- Engage directly with Heads of Service and Senior Responsible Officers to scope opportunities, agree diagnostic approaches, and present findings.
- Baseline current costs, staffing structures, demand volumes, and process workflows to establish a clear picture of how services currently operate.
- Develop options appraisals and business cases that quantify savings, implementation costs, timescales, and risks for each modernisation opportunity.
- Work within the Council's Understand, Redesign, Embed methodology to ensure a disciplined approach to service transformation.
- Conduct follow-up baselining after implementation to verify whether projected savings and service improvements have been realised.
- Contribute to programme governance by providing analytical input to board papers, RAG reports, and portfolio-level reporting.
- Identify cross-cutting dependencies between programmes and flag these to the Head of Modernisation for resolution at portfolio level.
- Maintain constructive working relationships with colleagues in Digital Transformation, PMO, Finance, and HR/OD to ensure modernisation diagnostics draw on the right expertise without duplicating existing functions.

## **General Accountabilities**

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### **Green Statement**

- Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

### **Data Protection/Confidentiality**

- Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.
- Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.
- Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

### **Conduct and Whistleblowing**

- Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

### **Safer Working**

- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.

### **Equalities**

- Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

### **Customer Care**

- Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.

### **Health and Safety**

- Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

### **To contribute as an effective and collaborative member of the team**

- Taking responsibility for continuing self-development and participating in training and development activities.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Supporting and contributing to value for money, service efficiencies and improvements.

### **Flexibility**

- The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.

### **Grade/Conditions of Service**

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- LBR12

## Person Specification

*Method of candidate assessment:*

*A = Application Form, I = Interview/ Test,  
Weighting: 3 = most important, 2 = Desirable*

		<b>A-I-T</b>	<b>Weighting</b>
<b>Essential</b>	<ul style="list-style-type: none"> <li>Significant experience of operational analysis, service review, or business process redesign in a complex organisation, with demonstrable examples of identifying and quantifying savings opportunities.</li> </ul>	A	3
	<ul style="list-style-type: none"> <li>Ability to lead diagnostic work independently, managing the full lifecycle from scoping through to recommendations without close supervision.</li> </ul>	A, I	3
	<ul style="list-style-type: none"> <li>Strong analytical skills, including the ability to work with financial data, staffing structures, demand data, and process maps to build an evidence base for change.</li> </ul>	A, I	3
	<ul style="list-style-type: none"> <li>Experience of managing, mentoring, or directing the work of junior analysts or equivalent staff.</li> </ul>	A, I	3
	<ul style="list-style-type: none"> <li>Ability to build credible working relationships with senior managers at Head of Service level and above, and to present findings clearly and confidently.</li> </ul>	A, I	3
	<ul style="list-style-type: none"> <li>Good understanding of local government service delivery, funding pressures, and the operating environment for public services.</li> </ul>	A, I	3
	<ul style="list-style-type: none"> <li>Strong written communication skills, with the ability to produce clear, concise business cases, options appraisals, and briefing papers for senior audiences.</li> </ul>	A, I	3
	<ul style="list-style-type: none"> <li>Experience of working across organisational boundaries, engaging with multiple service areas and corporate functions to deliver cross-cutting analysis.</li> </ul>	A, I	3
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience of working in a council or public body under financial recovery, transformation programme, or commissioner oversight.</li> </ul>	A, I	2
	<ul style="list-style-type: none"> <li>Familiarity with benefits realisation and tracking methodologies.</li> </ul>	A, I	2
	<ul style="list-style-type: none"> <li>Knowledge of GLPC job evaluation, local government grading structures, or workforce planning.</li> </ul>	A, I	2
	<ul style="list-style-type: none"> <li>Experience of contributing to programme boards or governance structures in a portfolio environment.</li> </ul>	A, I	2
<b>Minimum competencies:</b>			

<b>Communicating and influencing</b>	<ul style="list-style-type: none"> <li>• Ability to influence senior stakeholders.</li> </ul>		3
	<ul style="list-style-type: none"> <li>• Excellent communication and presentation skills</li> </ul>		3
	<ul style="list-style-type: none"> <li>• Strong negotiation and relationship management capability.</li> </ul>		3
<b>Building relationships, working together and in partnership</b>	<ul style="list-style-type: none"> <li>• Builds strong, effective relationships across services, and partner organisations</li> </ul>		3
	<ul style="list-style-type: none"> <li>• Works collaboratively to co-design solutions and achieve shared outcomes</li> <li>•</li> </ul>		3
<b>Respecting &amp; implementing diversity</b>	<ul style="list-style-type: none"> <li>• Demonstrates commitment to inclusive, accessible and user-centred service design</li> </ul>		3
	<ul style="list-style-type: none"> <li>• Ensures digital solutions consider the needs of all users, including those with additional accessibility requirements</li> <li>•</li> </ul>		3
<b>Planning, organising &amp; achieving results</b>	<ul style="list-style-type: none"> <li>• Able to manage multiple priorities, delivering innovation initiatives from concept to implementation</li> </ul>		3
	<ul style="list-style-type: none"> <li>• Focuses on achieving measurable outcomes and benefits</li> </ul>		3
<b>Embracing change</b>	<ul style="list-style-type: none"> <li>• Proactively identifies opportunities for improvement and innovation</li> </ul>		3
	<ul style="list-style-type: none"> <li>• Supports and promotes a culture of continuous improvement and digital transformation</li> </ul>		3
<b>For those with managerial responsibility Leadership</b>	The successful candidate will manage and direct a small team of Modernisation Business Analysts (direct reports)		
<b>Managing and developing people</b>	<ul style="list-style-type: none"> <li>• Experience of managing, mentoring, or directing the work of junior analysts or equivalent staff</li> </ul>		3

**Special Conditions**

<b>Working Pattern and travel</b>	Hybrid working with regular attendance at Lynton House and other council sites as required. Occasional evening engagement with residents and stakeholders (where required). Ability to travel between council sites when needed.		
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<i>Signature of Employee</i>	<i>Name:</i>	<i>Date:</i>
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