

London Borough of Redbridge Modernisation Business Analyst

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.

Job Title:	Modernisation Business Analyst		
Accountable To:	Senior Modernisation Business Analyst		
Grade:	LBR9	Salary:	
Direct Reports:	N/A		

Role Dimensions

The Council is operating under Exceptional Financial Support (EFS) and delivering a recovery programme that requires detailed operational analysis across multiple service areas. The Modernisation Business Analyst provides the hands-on analytical capacity that powers the modernisation portfolio. The postholder is deployed across directorates to carry out process mapping, demand analysis, cost baselining, and benefits tracking, producing the evidence that informs programme decisions and savings commitments.

This role is distinct from digital business analysis (which focuses on systems, data, and technical requirements) and from PMO activity (which tracks delivery milestones and programme status). The Modernisation Business Analyst focuses on how services currently operate and how they could be redesigned to reduce cost, improve outcomes, or both.

Management Structure

Reports to Senior Modernisation Business Analyst.
 Not a line management role.

Job Context

Key Relationships include:

Senior Modernisation Business Analyst (line manager), Head of Modernisation, operational staff and managers in service areas under review, Finance, Digital Transformation, PMO, and HR/OD colleagues as required by assignment scope.

Key Accountabilities

Key Responsibilities

- Carry out detailed process mapping and workflow analysis for services under review, documenting how work currently flows, where handoffs occur, and where inefficiency or duplication exists.
- Gather and analyse demand data, staffing information, cost data, and performance metrics to build a quantified baseline of current service operations.

- Support the development of options appraisals by researching alternative delivery models, benchmarking against comparable authorities, and modelling potential savings.
- Prepare clear, well-structured analytical outputs including briefing papers, data packs, and sections of business cases for review by the Senior Modernisation Business Analyst and Head of Modernisation.
- Conduct benefits tracking and follow-up analysis after changes have been implemented, gathering data to assess whether projected savings and improvements have materialised.
- Engage constructively with operational staff and middle managers in service areas under review, building trust and gathering accurate information about how services work in practice.
- Maintain accurate records of diagnostic findings, data sources, assumptions, and methodologies to ensure that analysis is transparent and reproducible.
- Flag risks, dependencies, and emerging issues to the Senior Modernisation Business Analyst promptly, particularly where findings suggest cross-cutting implications for other programmes.
- Contribute to portfolio-level reporting by providing timely updates on the progress and findings of assigned diagnostic work.
- Work collaboratively with colleagues in Digital Transformation, Finance, PMO, and HR/OD where programme scope requires input from those functions.

General Accountabilities

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 the grading level and competence.

Grade/Conditions of Service

LBR9

Person Specification

Method of candidate assessment:

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

		A-I-T	Weighting
Essential	<ul style="list-style-type: none"> • Experience of operational analysis, service review, process mapping, or business improvement work, whether in local government, the wider public sector, or a comparable complex organisation. 	A	3
	<ul style="list-style-type: none"> • Strong analytical skills, with the ability to work with quantitative data (financial, staffing, demand, performance) and present findings in a clear and accessible way. 	A, I	3
	<ul style="list-style-type: none"> • Good written communication skills, including the ability to produce structured briefing papers, analytical summaries, and data presentations. 	A, I	3
	<ul style="list-style-type: none"> • Ability to engage effectively with operational staff and managers to understand how services work in practice, building trust and gathering reliable information. 	A, I	3
	<ul style="list-style-type: none"> • Attention to detail and a methodical approach to documenting findings, assumptions, and data sources. 	A, I	3
	<ul style="list-style-type: none"> • Ability to manage own workload across multiple assignments, working to deadlines and escalating issues appropriately. 	A, I	3
	<ul style="list-style-type: none"> • Working knowledge of Microsoft Office tools, particularly Excel for data analysis and PowerPoint or Word for presenting findings. 	A, I	3
	<ul style="list-style-type: none"> • A genuine interest in improving public services and an understanding of the pressures facing local government. 	A, I	3
Desirable	<ul style="list-style-type: none"> • Experience of working in local government or another public sector organisation. 	A, I	2
	<ul style="list-style-type: none"> • Familiarity with Lean, systems thinking, or other recognised service improvement methodologies. 	A, I	2
	<ul style="list-style-type: none"> • Experience of benefits tracking or post-implementation review. 	A, I	2
	<ul style="list-style-type: none"> • Understanding of local government funding, budget structures, or GLPC grading. 	A, I	2
Minimum competencies:			
Communicating and influencing	<ul style="list-style-type: none"> • Ability to influence senior stakeholders. 	I	3
	<ul style="list-style-type: none"> • Excellent communication and presentation skills 	I	3
	<ul style="list-style-type: none"> • Strong negotiation and relationship management capability. 	I	3

Building relationships, working together and in partnership	<ul style="list-style-type: none"> Builds strong, effective relationships across services, and partner organisations 		3
	<ul style="list-style-type: none"> Works collaboratively to co-design solutions and achieve shared outcomes 		3
Respecting & implementing diversity	<ul style="list-style-type: none"> Demonstrates commitment to inclusive, accessible and user-centred service design 		3
	<ul style="list-style-type: none"> Ensures digital solutions consider the needs of all users, including those with additional accessibility requirements 		3
Planning, organising & achieving results	<ul style="list-style-type: none"> Able to manage multiple priorities, delivering innovation initiatives from concept to implementation 		3
	<ul style="list-style-type: none"> Focuses on achieving measurable outcomes and benefits 		3
Embracing change	<ul style="list-style-type: none"> Proactively identifies opportunities for improvement and innovation 		3
	<ul style="list-style-type: none"> Supports and promotes a culture of continuous improvement and digital transformation 		3
For those with managerial responsibility Leadership	Not a line management role. Expected to provide leadership through facilitation, coaching and influencing in multidisciplinary teams, and to role-model user-centred, evidence-based decision making.		
Managing and developing people	As above.		

Special Conditions

Working Pattern and travel	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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