

Designation:	Business Analyst
Grade:	Stroud 5
Hours:	37 hours per week
Location:	Ebley Mill, currently working at home
Job Purpose:	To deliver improvements in the way the Council services work as part of the Modernisation Programme. Taking a lead on improvement activities from initial concept through to implementation that will put the customer at the heart of service delivery. Focussing on customer journeys, delivering value for money services and improving customer access.
Responsible to:	Strategic Director of Transformation and Change
Responsible for:	No supervisory responsibility

KEY DUTIES

- To lead improvement initiatives and support services in the development of an initial concept through to implementation of innovative solutions via intensive research and analysis using structured and agile methods to implement process, technology and organisational change meeting the business needs and supporting the Modernisation Programme
- To understand customer needs in relation to the performance of the business and the provision of solutions in order to reduce cost, achieve efficiency savings, delivering value for money services and improving customer access and experience.
- To capture and analyse (including the ability to problem solve and trouble shoot) the business needs of service areas and lead on the development of outputs including requirement specifications, options analysis, process maps, technical specifications, testing and training manuals as required, using a variety of approaches.
- To elicit requirements and options using interviews, document analysis, requirements workshops, surveys, site visits, business process mapping and customer journey analysis
- To decompose high level information gathered into detailed requirements to support the true business needs of the service.
- To abstract up low level detailed information into high level statements of requirements.
- To present analysis of data and solutions to service managers and staff

SKILLS AND KNOWLEDGE

- Ability to work unsupervised and manage workloads and deadlines for a number of tasks simultaneously
- Effectively develop solutions with minimal supervision
- Have a track record in delivering effective and varied business analysis projects
- Ability to build and maintain strong relationships with partners, operational teams, and service support teams in their designated area of responsibility
- Develop mechanisms and systems to promote joint working
- Experience of working with the public and politicians
- Have experience of presenting complex data to non-technical audiences
- Performance manage teams to maximise productivity
- Promote a climate of high performance and quality standards, continual improvement and value for money
- Fully IT Literate.

COMPLEXITY AND CREATIVITY

- Creativity and innovation are essential to the job and need to be regularly exercised
- Review, evaluate and develop policies and practices, including researching and drafting of procedures with the ability to write new policies where required.
- Implement creative and innovative solutions to improve service delivery of services and add value to the council.
- Creativity required dealing effectively and promptly with unforeseen issues arising from work in progress.
- Applying diagnostic processes to problems aiding in the preparation of reports

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to post holder's line manager
- Examining service processes, procedures, and statistical data highlighting where further improvements may be required or a decision needs to be made in service delivery

CONTACTS

- Managers and staff of the council

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues where the content and outcome are not straightforward or well established and could involve more detailed assessment, planning, evaluation and assistance.

RESOURCES

- Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

HMRC Mileage rates will apply

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.