

<b>Designation:</b>	<b>Business Analyst</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Responsible to:</b>	<b>Strategic Director of Transformation and Change</b>
<b>Service Area:</b>	<b>Transformation and Change</b>
<b>Post Number:</b>	<b>New Post</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Educated to degree level or be able to demonstrate equivalent knowledge, applied skills and aptitude.
- Qualification or training in use of relevant analysis, project management and improvement techniques

### EXPERIENCE

- Significant experience of leading business process reviews and use of data gathering techniques
- Experience of analysing complex service, performance and financial data
- Experience of delivery of process, organisational, technological and business change
- Experience of working in a projects environment
- Experience in business case development
- Experience in preparing and presenting clear and concise documentation and reports for a variety of purposes
- Experience of presenting information from a variety of sources

### SKILLS & KNOWLEDGE

- Demonstrable ability to identify new opportunities and initiate new ideas for new ways of working with ability to develop new skills and knowledge
- Commitment to self-learning and ability to assimilate and transfer new skills
- Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, Project & Visio)
- Demonstrated ability to lead groups of staff and managers on service improvement projects involving process, organisational and technology change
- Ability to monitor and report on performance and to analyse data / trends and implement improvement / corrective action plans
- Ability to communicate complex information from a range of sources clearly and effectively
- Ability to develop and implement new / revised processes with an emphasis on simplicity, customer experience and efficiency
- Ability to inspire, motivate and develop employees and teams, demonstrating support, co-operation, empowerment and leadership
- Resilient, able to work effectively under pressure and meet challenging deadlines
- Highly organised with an attention to detail
- Good numerical and analytical skills with the ability to understand and interpret information
- Demonstrable ability to identify new opportunities and initiate new ideas for new ways of working with ability to develop new skills and knowledge
- Commitment to self-learning and ability to assimilate and transfer new skills
- Demonstrable evidence to show able on own initiative and challenge, to solve problems, and to take decisions to secure required results.

- Demonstrated ability to be able to deal with challenging or conflicting situations that may arise on service improvement projects.

## PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Ability to delegate and empower others
- Possess and ability to creatively problem solve issues
- Excellent communication skills with the ability to communicate at all levels with a wide range of audiences
- Excellent attention to detail
- The ability to work effectively as part of a team
- The ability to work across service areas
- Organised, accurate and well prepared
- Ability to build good working relationships across services

## OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Knowledge of local government and particularly transformational Government and efficiency agenda

### EXPERIENCE

- Experience in the development of Strategies, Policies and Procedures
- Experience of managing change
- Programme and portfolio management

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

**3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

**4. Innovating**

You will be able to seek better, more effective ways of delivering services.

**5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

**6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.