



Role Profile

Reference Number	MUL115
Role Title	Business Analyst
Directorate	Multiple
Department	Multiple
Reports to	

Role Purpose

Work with project and business unit teams to analyse the effectiveness of current systems and processes, and to identify and implement new and more effective approaches to delivering services.

Accountabilities

- Investigate, review, and document current business processes and systems so that a baseline and assessment of current effectiveness can be established.
- Plan, organise, and undertake a range of business analysis work streams and effectively communicate recommendations, to support business change and process improvements.
- Plan, organise, manage, and facilitate delivery of assigned project tasks, and effectively communicate resulting recommendations to the relevant lead officer or Project/Programme Manager to enable broader improvements and projects.
- Provide advice and guidance to stakeholders and colleagues on business change and process re-engineering, so that they understand the implications, risks, and opportunities associated with planned change.
- Support the implementation of change projects, testing and reviewing the products or new processes, to understand if intended benefits are achieved.
- Support business and service units in developing business cases for major change and investment, identifying financial and non-financial benefits, to help assess and communicate reasons for process improvements.
- Engage with a range of internal stakeholders to help identify and define business, data, or system requirements, so that resulting transformation or change projects are of sufficient quality for the end users.
- Build working relationships with colleagues at the Council, to help ensure success of business change projects and to promote the work of the team or department.

Knowledge / Skills / Experience required

- Appropriate qualification at degree level or equivalent.
- Recognised Business Analysis qualification or equivalent experience.
- Knowledge of project and change management principles, and techniques and how to apply them.
- Experience of managing and analysing complex and sensitive data and producing and presenting clear summary information.
- Substantial experience supporting the delivery of projects and programmes.
- Experience of business process mapping and business analysis techniques including systems thinking.
- Ability to plan work and engage with workstreams and projects outside of the immediate team or business unit.
- Ability to secure results by negotiation, persuasion and influence, and to analyse, prepare and present complex arguments both verbally and in writing to support decision making.
- Ability to analyse, interpret and use expertise and knowledge to find and support the development of solutions to process issues.

Dimensions of role

- This role does not manage any direct budgets.
- This role does not manage any staff, but in some cases may provide guidance to more junior colleagues.
- Planning will typically be over weeks, but the role holder will need to provide planning for reviews and projects at times which could last longer.

Notes

Date:	01/06/2020 TD QA 24/07/2020 AKT
Working Conditions:	• N/A
Working Arrangements:	• N/A