

Job Description **Business Analyst**

Role Profile	Specialist BCP Band G/H/I
Service/Team	IT & Programmes
Reports to	Business Analysis Manager
Responsible for	N/A
Number of posts	tba
Post number	- - - - -
Career Grade	G/H/I

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Working 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.

Job Overview

To work within a busy Business Analysis function responsible for finding ways to improve the way we work, enhance customer experience and support Transformation Programmes across the Council. Key responsibilities include:

- Identifying, leading and supporting innovation and project activities that support service improvement in line with organisational strategy and policy compliance.
- Review and design new customer journeys and back-office processes to address customer service issues and improve service efficiency and effectiveness.
- Provide analytical support to assess cases for change, develop logical system designs and identify user requirements.

Knowledge and Skills

- Business Analysis qualification at degree level or equivalent experience.
- Great knowledge of the Microsoft Office and other tools available to support data analysis and process / systems development.
- Previous experience of reviewing, designing, implementing and supporting complex business insight and analysis in a leading role.
- Proven experience of reviewing customer journeys and identifying and delivering service improvements.
- Experience of managing a complex and diverse workload understanding different customers and their needs.
- Ability to analyse data and interpret customer information, highlighting relevant trends or issues to managers in order to support informed decision making.

Relationships

- Ability to work collaboratively with a diverse group of stakeholders.
- Develop breadth or depth of knowledge through exposure to different activities and by learning from or shadowing more experienced colleagues.

Decision Making

- Within guidelines, deploy resources when necessary to respond to customer problems or emergency situations.

Personal Qualities & Attributes

- Highly organised, capable of handling multiple tasks simultaneously and meeting deadlines.
- Self-confident, enthusiastic and dedicated to providing a professional level of customer service.
- Curious as to how work is done as motivation to demonstrate and deliver benefits of continuous improvement.
- A confident coach for colleagues and end users.

Job Requirements

- DBS Basic Check.
- Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role.