



Role Profile

Reference Number	MUL210
Role Title	Business Analyst II
Directorate	Multiple
Department	Multiple
Reports to	Service Manager

Role Purpose

Lead work with project and business unit teams to analyse the effectiveness of current systems and processes, and to identify, develop and implement new and more effective approaches to delivering services, ensuring business improvement, service transformation and organisational objectives are achieved.

Accountabilities

- Lead and deliver business analysis and improvement activities, using business and data analysis tools and techniques to review current processes, identify business, data and system requirements, and communicate recommendations that support business change, process re-engineering and the achievement of improvement objectives.
- Plan, organise, manage and facilitate assigned projects and change initiatives, including implementation, testing and review of new processes, systems and products, ensuring intended benefits are realised and identifying associated training requirements in collaboration with business leaders and training leads.
- Embed and promote a performance management and continuous improvement culture across supported services, developing and delivering improvement programmes that incorporate national best practice and support continuous learning and innovation.
- Provide expert advice, guidance and reporting to stakeholders, colleagues and senior management on business change, process improvement and transformation, ensuring implications, risks, opportunities and recommendations are clearly understood and communicated.
- Lead the development of business cases for major change and investment, identifying and evaluating financial and non-financial benefits to support decision-making and demonstrate the value of service improvements.
- Recommend and implement service improvement initiatives that strengthen operational and financial performance, recognising impacts on budgets and contributing to the achievement of organisational objectives.
- Develop and maintain effective partnerships and collaborative working relationships with internal colleagues, external organisations and stakeholders, promoting the work of the team and supporting successful delivery of change programmes within local, regional and national contexts.
- Support the procurement and commissioning of services in line with strategic priorities, ensuring value for money, integrated service delivery, and effective partnership working to drive sustainable service improvements.

Knowledge / Skills / Experience required

- Appropriate qualification at degree level or equivalent.
- Recognised Business Analysis qualification or equivalent experience.
- Qualification in relevant service specialism or the ability to demonstrate significant equivalent knowledge, skills and experience.
- In-depth proven knowledge of national policy, legislation, practice and emerging developments relevant to the service area, with strategic awareness and the ability to apply continuous improvement methodologies such as Lean Six Sigma, Sector-Led Improvement (SLI), Kaizen or similar.
- Advanced IT skills and proficiency in a range of business applications, software and analytical tools, with excellent data analysis capabilities.
- Substantial experience of supporting the delivery of complex projects and programmes.
- Significant experience of business and data analysis, including business process mapping, systems thinking and the management, interpretation and presentation of complex and sensitive information to support evidence-based decision-making.
- Excellent communication, negotiation and influencing skills, with the ability to build effective relationships with stakeholders, present complex arguments clearly, and secure successful outcomes through evidence-based recommendations.
- Experience of leading high profile innovative projects which have a wide-ranging impact and reputational risk for the council
- Experience of line managing a small team delivering results through others meeting targets and deadlines.

Dimensions of role

- The role does not manage any direct budgets
- This role may manage a small team of staff and will lead projects and performance monitoring, providing guidance and support to management colleagues.
- Planning will typically be over weeks and months, but the role holder will need to provide planning for reviews and projects over longer timescales.

Notes

Date:	• 1 August 2026
Working Conditions:	• Moderate and constant requirement to concentrate and analyse performance through complex data obtained from various sources which sometimes may be monotonous. • Must be resilient and able to cope with the pressure of managing multiple workstreams and/or project activities to agreed deadlines.
Working Arrangements:	• No specified working arrangements outside a normal working pattern.