

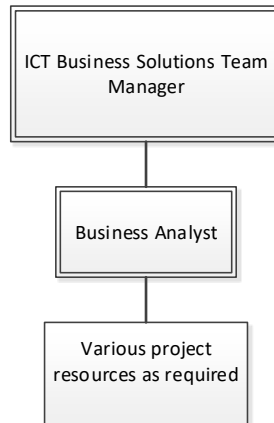
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	NEIGHBOURHOODS
SECTION:	ICT SERVICES /BUSINESS SOLUTIONS TEAM
LOCATION:	NUMBER ONE RIVERSIDE
Job Title:	BUSINESS ANALYST
Grade:	Grade 10
Accountable to:	ICT Business Solutions Team Manager
Accountable for:	N/A
Hours of Duty:	37 hours per week in accordance with the Authority's scheme of flexible working hours. Work life balance scheme in operation.
Any Special Conditions of Service:	<p>To attend meetings or other 'out of hours' meetings / activities which will be compensated in accordance with local conditions of service.</p> <p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

The purpose of the Business Solutions team is to enable the Council and partner organisations to continually improve outcomes for the customer. The team provides project management, software development and business analysis services following industry-standard methodologies and principles.

The role of the business analyst in this team is to engage with the Business to understand their current and future needs and strategic goals, identify areas for significant improvement and transformational change, providing data and analysis to enable the Business to make informed strategic decisions.

Working closely with the Business Solutions Team Manager, the role provides business analysis services that includes:

- Evaluating requests for change from Council Services, building business cases including costs benefits analysis and strategic fit to present to the ICT Projects Board for consideration and approval
- Pro-actively identify and communicate at senior management level opportunities for change to improve service delivery and/or reduce costs both at an operational and strategic level using an evidence-based approach
- Working with Services to understand and document business and user requirements and evaluate 3rd party IT systems and applications
- Working with Project Managers to plan and implement change, including taking steps to ensure all change is sustainable going forward
- Working with ICT teams to provide business and user requirements analysis and contribute to system design of in-house applications and system integrations with an understanding of the overarching system architecture

Control of Resources

Personnel

Resources allocated to a Programme or project(s).

Financial

- Perform financial assessments in the form of Value for Money, Return on Investment and Total Cost of Ownership studies on technical ICT based systems
- Perform financial assessments in the form of Value for Money and total costs analysis on 'as is' and 'to be' business processes, identifying opportunities for reducing costs which may be cashable
- Work in accordance with the financial regulations and procedures of the authority
- Responsible for budgets allocated to projects and programmes which the post-holder is leading

Equipment / Materials

Responsible for the efficient and effective use of equipment and materials used by self and others being managed from time to time.

Health / Safety / Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements within the Council's Performance Management Framework.

Relationships (Internal and External) - These will include but are not restricted to;

Internal:

- Chief Executive, Executive Leadership Team, Heads of Service
- Elected members of the authorities
- ICT Operations
- Information Governance
- Staff in other services in the council

External:

- Employees within other Local Authorities, Public Bodies, Funding Bodies
- Representatives and employees of partner sectors and organisations
- Members of the public and targeted communities/users

- Suppliers of 3rd party IT systems

Responsibilities

The postholder must –

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below:

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our approach
-

Be aware of and apply these values and associated behaviors at all times.

Principal Duties

Business Strategy, Analysis, Continuous Improvement and Consultancy

1. Adopting a continuous improvement approach and mind set to identify the correct pathway for work and identify the root cause of the problem.
2. Proactively engage with the Business at all levels to understand the services they offer, identify scope for improvement (cost and service), outcomes, non-value activity business problems and recommendations for redesign.
3. Supporting ICT Senior managers and Heads of Service in providing analysis and assessment of requests for change to understand strategic fit, alignment with corporate objectives and impact on ICT infrastructure where applicable.
4. Provide consultancy to Services implementing change, establishing with them a culture and framework to identify issues, design and implement solutions and a means of measuring success and continued performance monitoring.
5. Provide a centre of excellence for business analysis, systems approach (or lean), establishing industry-standard methodologies and principles to ensure a consistent and professional approach. Coach and mentor colleagues in the Business Solutions team to share best practice and supplement skillsets

Business Engagement, Analysis and Solution Design

6. Engage with the Business to evaluate requests for change and build business cases for presentation at the ICT Projects Board.
7. Work closely with the business and subject matter experts across the Council to fully assess existing service performance, understand the full end-to-end cost, identify issues and areas for improvement, re-design processes and roles and responsibilities, as required, to improve service delivery and where possible reduce operational costs.
8. Work closely with project managers and delivery teams to ensure that business objectives and requirements are understood and provide support where required during the project lifecycle to ensure benefits are realised; provide mechanisms to help ensure change is sustained in the Service area and performance can be monitored.
9. Gather, document and analyse detailed user requirements for IT systems and system integrations designed and developed in-house or purchased through 3rd party suppliers. Assist in system evaluation, engaging with suppliers and advising the business; work closely with in-house application developers during system design to ensure business and user requirements are met.

Communication

10. Develop effective working relationships with all levels of management within the Council, ICT, partners, and third party suppliers.
11. Liaise with other service areas and/or external agencies where required at relevant stages in each project.
12. Present information at various stages throughout projects, influencing, persuading and negotiating on complex issues where required.

Secondary Duties

1. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
2. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Michelle Hobson Date March 2020

Agreed by Post holder _____ Date _____

Supervisor _____ Date _____

Head of Service _____ Date _____

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods	Post:	Business Analyst
Section :	ICT Services	Post Number :	135787
Job Ref:		Grade:	10

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria		Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions			
	Are you able to work flexibly and on occasions work out-of-hours with reasonable notice, where required?	E	AF, I
(b) Qualifications and Experience			
	1. Do you have a BCS Business Analysis qualification (or equivalent) or be able to demonstrate that you have been actively working towards this over the past four years?	E	AF, I
	2. Can you demonstrate ongoing personal development that assists you in managing change effectively?	E	AF, I
(c) Skills and Knowledge			
	3. Please describe what experience you have of applying either a lean, systems or other customer-focussed approach to a service in order to create improvements and sustainable change?	E	AF, I
	4. Please describe what tools you have experience of applying and where you've used them to support the customer focussed (lean or systems) approach you typically apply to deliver change?	E	AF, I
	5. Please describe how / where you applied an approach to service redesign that allowed you to demonstrate whether the new approach / way of working was better or worse than the "as is"	E	AF, I
	6. Please provide an example of a piece of work where	E	AF, I

	you have connected how “organisational thinking” influences the way the work is organised and affects outcomes and performance, and how you used this information to constructively challenge and support change to a more customer focussed approach		
	7. Please can you provide an example where you have led an organisational service transformation project using clear working principles that have been identified by the service to help adopt new ways of working that drive improved service	E	AF, I
	8. Can you provide an example of where you have produced clear, logical reports and business cases that were evidence based (not assumptions) that cut across organisational boundaries and helped inform strategic thinking and direction?	E	AF, I
	9. Can you provide examples of where you have had to present to staff of all levels and facilitate groups to support them in applying the approach you adopt, helping them to learn about the performance and outcomes, causes of problems within their service area?	E	AF, I
	10. Can you give examples of where you have used excellent analytical skills, including the ability to identify key information from large volumes of data and quickly get to the nub of the problem?	E	AF, I
	11. Please describe how you work with stakeholders to document and rank functional and non-functional requirements for future ICT needs using an agile approach?	E	AF, I
(d) Values and Behaviours			
13	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud • Passionate • Pioneering and Open <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I