

Business Analyst

Service: Digital, Data & Technology (Service Reform)

Grade: 4A

Salary: £33,782 - £36,922

Reporting to: Place Delivery Manager

Location: Salford Civic Centre

Hours: Up to 36 hours per week

About the role

- The post holder will support the development of further opportunities across the council as part of the wider public sector reform programme. We are looking for an agile Business Analyst within a digital delivery environment with key skill sets to include:
- Analysing the effectiveness and efficiency of current processes, generate ideas for process improvements and help develop the process re-design
- Identifying and interviewing stakeholders; organise and carry out workshops, observe, conduct benchmarking; conduct cost/benefit analysis, identify future needs and business improvements
- Producing process maps that clearly identify the 'as is' and 'to be' processes and procedures
- Working within a team to build business and technical requirements and develop prototype solutions
- Documenting customer journeys for review and approval including, requirement elicitation, writing epics and user stories
- Working closely with UX and translating wireframes (and other artefacts) into user stories
- Engaging appropriate enablers, stakeholders and employees throughout the project ensuring employee engagement is constant throughout the redesign
- Contributing towards the production of the business case which supports the redesign
- Assisting with the implementation of the process re-design and the subsequent post implementation evaluation
- Assisting in the organisation of skills transfer workshops and sessions to ensure the service areas have the information and skills needed to embed the changes
- Ensuring that appropriate methodologies are applied and that the customer and service areas understands the reasons and outputs
- Through collaborative working with the project delivery lead and the project managers, ensuring service redesigns support the aims and objectives of the both the project and the council
- Assisting in user acceptance testing

Our priorities

Creating a better and fairer Salford with the Great Eight

We all have a vital role to play in providing a range of services across Salford. We want to make a real difference to the lives of Salford people. Our vision is to create a better and fairer Salford and provide the best possible quality of life for the people of the city.

yourzone.salford.gov.uk/thegreateight



Key outcomes

➤ Support the management and delivery of complex, multi stakeholder projects and programmes to time and budget.		➤ Ongoing personal commitment to continuous self-development and service improvement keeping in line with technology trends and future vision.
➤ Effective engagement and excellent relationships developed with stakeholders, employees and customers.		➤ Live by our values and use them to guide you in how you do your job; being able to hold others accountable for demonstrating our values by taking a tough stand and challenging behaviours.
➤ Being a 'smart worker'; carrying out your role in the most efficient and effective way using computer packages as necessary.		➤ Being actively engaged with clients regularly and managing projects.
➤ Produce reports and recommendations from analysis.		➤ Creation of detailed process maps and customer journeys

What we need from you

➤ Detailed understanding of project delivery, financial control and change.		➤ Expertise in analyzing and developing architectures at the Enterprise level with an understanding of the technologies and operational processes required to achieve this.
➤ Experience of meeting demanding deadlines.		➤ Excellent time management skills and proven experience of coordinating others' work to deliver services within tight timeframes.
➤ Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes.		➤ Professional credibility and capability through proven experience and professional knowledge
➤ Values based: models and demonstrates our values and leadership behaviours		

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your career options with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work, including coaching, mentoring and shadowing. Please discuss these options with your line manager.

- **Online Learning** - Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in Office, Equality Essentials, GDPR, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management, Leadership and Management which are available to learn at your own convenience and pace.
- **Developing your digital skills** – Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills'. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the iDea website.
- **Sharing your digital skills** – Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.
- **Developing your leadership skills** – We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through our core Master Classes: Breakthrough Conversations, Engage for Success, Values to Action, and Coaching for Performance and Potential. The Master Classes are designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide courses such as Management Essentials, Health and Wellbeing at Work, Strengths-Based Conversations, and Financial Skills for Non-Financial Managers.
- **Professional Development** – Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships website](#).

Our leadership behaviours

As a values-based leader you will:

- Model the values and embed them in the way your team delivers services
- Hold people accountable for delivering the values
- Respect and care for others, treating everyone fairly, recognising the importance of ensuring equality of opportunity for all, and listening and acting on the things people say
- Be honest, taking responsibility for your actions and decisions
- Use resources that you are trusted with wisely

To create a performance and development culture you will:

- Be visible, inject pace, vigour and purpose
- Expect high standards; mediocrity is not acceptable
- Take an evidence and whole system approach in making decisions
- Maximise technology and models to deliver quicker, easier, better services
- Have a digital mindset, fully utilising digital systems and solutions to deliver services differently
- Set context and challenging goals that will motivate people to take ownership, maximise performance, and develop

To lead and develop people you will:

- Listen to understand, not to defend
- Give people the freedom to use their initiative
- Provide opportunities for people to discuss and solve problems and issues
- Regularly provide coaching and support to others to help them achieve their objectives and potential
- Appreciate and build on people's strengths
- Motivate, engage, encourage and inspire others in order to be the best they can be

To build and communicate a vision for the future you will:

- Be optimistic and ambitious for the city and its people, helping others to understand the need to transform public services
- Build strong collaborative relationships to find creative ways to make services more sustainable and flexible
- Recognise and values the strengths of people and places, taking a strengths-based approach to make the most of opportunities
- Support people through change, in undertaking new things, and taking risks
- Take a place and whole system approach in designing, delivering and leading services
- Ensure an inclusive approach with the aim of reflecting the increasing diversity of Salford

Our values



Application guidance

We are a values based organisation so reflecting our values or a values based approach in your evidence will support your application.

The 'Key outcomes', 'What we need from you' and 'our leadership behaviours' sections of the Role Profile are there to give you an understanding of what we would like to see reflected in your application. Don't give up if you are not able to reflect all of these in your application.

