

## Business Change Analyst

## Role Profile

**Service:** Transformation and Resources

**Grade:** 9

**Reporting to:** Senior Business Change Manager



**TRAFFORD**  
COUNCIL

### About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Working together to build the best future for all our communities / everyone in Trafford.***

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Main Priorities

- To ensure the successful development of services as part of the Transformation programme in line with corporate vision, values, and priorities through business analysis, redesign, change and project management
- Redesigning service delivery processes to assist the achievement of corporate and national targets is a key part of this role and the redesign may also involve integration of technological solutions to support new ways of working

### Key Duties

- To apply the Council's standard project management methodology in the planning and delivery of work packages
- To lead senior management and the project team to consensus on the project scope to ensure a clear understanding of the areas of the business involved
- To effectively support the process of change in partnership with colleagues within the Transformation Team and those across the business using engagement and communication tools and techniques
- Preparation of project plans detailing all activities required to deliver the redesign and integration of the service to agreed time, cost and quality standards as agreed with Service Managers, ensuring coordination with the build of new technological solutions or integration with existing systems and/or other interdependent transformation projects
- To undertake and utilise robust levels of comparator research to identify best practice in both public and private sector organisations, in order to develop and redesign innovative service delivery based on efficiency, effectiveness and exceeding customer expectations
- To analyse current structures and processes within services to enable any supporting business process and service design

- To establish and maintain good working relationships and effective communication with departmental staff and senior departmental managers in relation to the service redesign which should be based on efficiency, effectiveness and exceed customer expectations
- To identify and work closely with relevant representatives from within the business areas to gather requirements, develop a detailed understanding of the key drivers to the service and how it contributes to the delivery of corporate objectives and values
- To critically analyse the current delivery and operation of services including process mapping existing processes
- To work with directorate service improvement project teams to ensure 'best practice' processes are developed in order to ensure quality service provision
- To identify suitable key personnel to engage in the process mapping of current and future business processes to help to redesign the service and highlight risks and issues associated with the changes to the service delivery
- To participate in meetings with consultation groups and partnership bodies and project management, committee and other meetings
- To prepare reports applicable to the role, including Board reports
- To carry out duties in accordance with the Council's Information Security Standards and Human Resource Policies; compliance with the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects electronic service delivery
- To undertake available training and development opportunities, show a commitment to continuous development and share own knowledge and skills to support the continuous development of colleagues
- Undertake any other duties that may arise, as required, from time to time

## About You

### Qualifications and Professional Development

- A degree or equivalent qualification/experience in a related subject
- Personal commitment to continuous self-development and the development of your colleagues through participation in training and development activities such as skills transfer

### Experience and Knowledge

- Proven experience within a formal project environment within a large and or complex organisation
- Significant involvement and completion of at least two end to end project lifecycles with at least one project of high complexity
- Significant experience of undertaking complex analysis and design
- Exposure to a variety of project environments including service delivery redesign and/or system development project
- Experience of leading on business analysis on a complex project
- Experience of operational and performance management of staff
- Strong understanding and significant application of the principles of Prince 2 or structured project management methodologies and how these support successful delivery of projects
- Can demonstrate shaping of project plans by linking to the scope of work
- Has an advanced understanding of various tools and techniques to support business analysis
- Clear understanding of change management principles, processes and procedures through experience of working in a project environment of a large complex organisation (public or private sector) undergoing change
- Detailed understanding of change and how people respond to change
- Understanding of local government and the political context

#### **Skills and Abilities**

- Proven ability to organise, facilitate and deliver requirement gathering and stakeholder engagement workshops
- Work positively and proactively contribute to the team
- Demonstrate experience in gathering quality requirements through analysing process maps, financial reports, relevant performance indicators and assessing the needs of service delivery staff in adopting new ways of working
- Ability to use ICT equipment and various packages as well as proficiency in the use of MS Office
- An enthusiastic and effective communicator, able to articulate a strong sense of commitment across groups to shared objectives
- Proactively uses appropriate influencing techniques and shows sensitivity to cultural and political needs and issues
- Self-motivator and drive to complete tasks to required timescales and quality standards
- Ability to maintain focus and objectivity under complex conditions
- Customer orientation and the ability to develop excellent working relationships with people at all levels

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Prepared/revised by: JO / AM

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.