



<b>Title:</b> <b>Senior Business Analyst</b>	<b>Department:</b> <b>Resources</b>	<b>Post Ref:</b>
<b>Job Purpose:</b> <p>To lead in business change analysis for Nottinghamshire County Council (NCC), embedding best practice and a consistency of approach to create an internal brand with identifiable tools and products.</p> <p>To lead in the development, embedding and ongoing improvement of strategic analyses, to support the organisation's future operational service requirements, e.nvironmental needs and development needs as per the transformation and change agenda.</p> <p>To develop and improve organisational capability through the identification and analysis of current problems and improvement opportunities</p> <p>To develop transformation options and business cases for change, that underpin the setup &amp; initiation of programmes and projects.</p> <p>To provide leadership and management for the Business Analysis function and promote the role of business and change analysis across the wider Council (with support from the Portfolio Office).</p>		
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>1. To work with Corporate and Service Directors and their teams; the Transformation Bureau; the Business Intelligence Unit; the ICT Service; and external stakeholders to identify opportunities for the improvement / increased cost-effectiveness of service performance, through the creative and innovative use of business analysis in support of the County Council's programme of transformation and change.</li><li>2. To develop and deliver quantitative and qualitative analysis on complex and cross cutting projects and programmes of work, taking responsibility for the overall business analysis approach.</li></ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"><li>1. For the identification and definition of business transformation, change and improvement opportunities.</li><li>2. For the development of detailed business proposals and robust business cases.</li><li>3. To the Senior Responsible Officer(s)/Project Sponsor(s) and programme and project boards (or equivalent) for determining the overall analysis approach on programmes/projects.</li><li>4. To the Senior Responsible Officer(s)/Project Sponsor(s) and programme and project boards (or equivalent) for the</li></ol>	

3. To design appropriate analysis approaches, using best practice principles, in order to develop business transformation, change and improvement opportunities into detailed business proposals and business cases across complex and cross cutting programmes of work.
4. To understand, gather and document business requirements in sometimes ambiguous contexts and, in support of these to gather a variety of information, data and insight.
5. To lead small teams of analysts to deliver business analysis support in line with best practice principles, and the overall analysis plan.
6. To support the Portfolio Manager with the effective allocation of Business Analysis resources, by providing insight into the effective matching of resource to agreed demand.
7. To help ensure the products of business analysis activity are effectively conveyed in accessible formats appropriate for audience needs including senior stakeholders.
8. To employ a range of consultancy techniques to engage stakeholders and to ensure that business analysis interventions/approaches are deployed which ensure senior managers can make informed, evidence based decisions.
9. To plan and deliver (directly or with/through other Business Analysts) appropriate change interventions through a range of analysis techniques (i.e. systems thinking, 6 sigma, LEAN etc.) with a clear understanding of the context and constraints of the service area.
10. Provide expertise and advice to programme/project managers and business stakeholders to ensure solutions delivered are fit for

definition and documentation of business, functional and technical requirements for change solutions.

5. To the Senior Responsible Officer(s)/Project Sponsor(s) and programme and project boards (or equivalent) for clearly documented business solution and / or processes in support of business change.
6. For the definition of benefits realisation strategies and plans.
7. For a raised understanding and awareness amongst senior decision makers of the opportunity and value afforded by robust business analysis to inform business change.

### **Key Values and Principles**

- Operate in a manner which harbours trust and engagement within the team and wider Council colleagues and partners.
- Be collaborative, respect and seek out the expertise of others Demonstrate a shared approach to produce results and acknowledge who is best equipped to undertake specific tasks
- Be willing to support to improve capacity of the wider Council.
- Show an interest and knowledge in the functioning of individual services and departments.
- Demonstrate respectful curiosity and ask challenging questions to elicit the right information from stakeholders.
- Act as an enabler and supporter to senior decision-makers.
- Display a positive, can-do attitude and strive to deliver work of a high quality and motivate others.
- Demonstrate professional leadership and challenge current positions to consider service improvements
- Demonstrate professional integrity, confidence and competence to deliver to agreed standards and challenge inappropriate practice.

purpose and meet business, functional and technical requirements and specifications.

11. To use and champion effective approaches, methods, tools and techniques to support successful programme and project design and delivery.
12. To work with the Portfolio Office, Programme and Project Managers to develop benefit realisation strategies and plans.
13. To work with operational managers to plan and embed change within the business.
14. To undertake training needs analyses for the Business Analysis team and coordinate ongoing learning and development activities, promoting Business Analysis best practice, standards and a consistent approach to service delivery.
15. To support the development of areas of expertise within the Business Analysis team to reflect areas of demand from business areas. Engage with own CPD and develop areas of specialism supporting own needs and those of the Council – as agreed in EPDRs.
16. As the senior business analyst in the Council use and champion effective approaches, methods, tools and techniques to support successful programme and project design and delivery. Promote best practise in business analysis across the organisation and proactively transfer knowledge (where appropriate).

- Work to achieve the best outcomes for the Council and citizens of Nottinghamshire
- Be flexible, adaptable and resilient.
- Be self-motivated and self-directed to produce high quality and timely work when operating without supervision.
- Support the functioning of a shared learning culture by being continually striving to improve own knowledge and practice. Make meaningful contributions to the Programmes and Projects Team (and wider Council) by supporting the learning of others, and/or undertaking research into new and best practice.
- Understand and be committed to the Council's core value of fairness and respect and to the implementation of the Council's Equality and Diversity Policy

**The post holder will perform any duty or task that is appropriate for the role described**

## Person Specification

### Education and Knowledge

1. Educated to degree level or significant equivalent experience in a transferable role.
2. ISEB Diploma in Business Analysis, IIBA or equivalent industry experience / qualification is desirable
3. Knowledge of formal project management techniques, such as Prince 2 plus associated tools and processes, including benefits realisation management.

### Specialist Knowledge/Skills

4. Expert working knowledge of a wide range of transformational business analysis tools and approaches (i.e systems thinking, LEAN, enterprise architecture).
5. Excellent problem solver with the ability to translate weaknesses and problems into quantifiable opportunities
6. Good background in research and knowledge of statistical analysis techniques
7. Microsoft Excel advanced user, able to interrogate and transform large volumes of complex data into quality end products in the form of analysis, interactive models and dashboards
8. Highly numerate and able to analyse detailed financial, numerical and other information, to understand and interpret complex issues to determine actions required and present in an engaging way to a diverse range of stakeholders
9. Ability to analyse, understand and effectively communicate throughout all project phases, including customer requirements mapping, options appraisal and design, implementation and close out.
10. Experienced user of MS Project, Word, Visio, e-mail, PowerPoint and the internet / intranet.
11. Good knowledge of capabilities and responsibilities of ICT to meet business needs.

### Personal skills and general competencies

17. Sets an excellent example of customer care for other staff.
18. Effectively sets direction for a team providing motivation for all to deliver high performance.
19. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
20. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness
21. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards
22. Takes an active role in managing risk, health and safety and safeguarding issues.

## **Skills and Abilities**

12. Excellent communication (written and verbal); interpersonal and facilitation skills in meetings, presentations and workshops, particularly to promote creative thinking and problem solving
13. People and stakeholder management skills
14. Demonstrates skills and abilities to effectively identify and apply a range of tools and approaches within the scope of the role and which are appropriate and proportionate to the needs of the portfolio, programme or project.
15. Ability to deliver programme products to time and quality in a fast moving environment
16. Good general business and commercial acumen.

## **Experience**

23. Demonstrable relevant experience of supporting business change with significant relevant and recent work experience as a business analyst.
24. Proven experience of developing business cases for large complex business change projects, including financial and numerical modelling, cost benefit analysis, options appraisal and risk analysis.
25. Demonstrable experience of delivering complex business analysis products which are of a high quality, accessible and aid strategic and operational decision-making.
26. Proven experience of working with, influencing and challenging strategic decision makers and a range of professional experts in shaping service transformation and producing high level options to meet business needs within complex projects.

## ***Role Dimensions***

- Business change opportunities typically cover all major internal services and/or joint delivery with other public sector partners. Successful delivery is often a critical factor in helping those services achieve external KPIs and Strategic Plan objectives and delivery within budget.
- The breadth of analysis covers the full range of high profile and complex programme project types.
- The input to overall development of business analysis standards contributes to broader business analysis development within the County Council and its partners.
- Build relationships with, and co-ordinate between multiple parties, e.g. more than one Service can be involved in a project, as well as internal and external partner organisations and external suppliers.
- Building relationships, ensuring credibility with a wide range of stakeholders, up to, and including Chief Executive level, across Directorates in NCC, Partner Organisations.
- Engaging stakeholders and ensuring their understanding of often complex services and detailed process developments as part of the design and implementation of a project.
- Providing support, advice and guidance on business analysis, process design and change related activity to Senior Managers (Chief Executive, Corporate and Service Directors) accountable for programmes and projects of work within the Portfolio that comprise the Redefining Your Council framework for transformation.
- As the senior business analyst in the Council, the post holder will advise all levels of management across the organisation on business improvement and transformation opportunities.
- Provides process improvement and technical advice to operational managers.
- At this level programmes and projects are typically £1 to 6m in value.
- As well as internal customers, major projects may also include external partnerships with other public sector organisations.
- Reports to the Strategic Insight Unit Manager.
- Manages the Business Analyst posts.