

Job Description

Title	Department	Post Ref
Business Systems Analyst	Children, Families and Cultural Services	

Job Purpose

To drive business change and improve service delivery by developing and implementing integrated information systems solutions in line with the corporate ambition to integrate the Council's services for children and families. To gather and analyse business requirements from multiple customers and services, identify the functional and technical requirements, present ambitious solutions and recommendations, and lead the design and development of the Council's information systems to deliver and support these complex business processes, improvement initiatives and legislative changes.

**Key Responsibilities**

1. Lead on translating complex business requirements into efficient and effective business process and system developments, ensuring strategic, operational and statutory requirements are captured and reflected, assessing and validating the operational and technical and feasibility of a variety of options and identifying the cost/benefits, presenting recommendations to the customers, including senior stakeholders (e.g. Service Directors and Group / Service Managers) and partner agencies.
2. Working closely with senior stakeholders to ensure that all projects are clearly defined and effectively authorised and agreed. Manage all phases of a project, including product delivery, risk and quality management to corporate standards including management of all project expenditure.
3. Develop and maintain in depth knowledge of the organisation, service delivery, processes and systems to enable detailed analysis and methodical review of systems and processes; assess complex situations, conduct fit gap and impact analysis and deliver recommendations for new processes and solutions

Key Accountabilities

1. Takes responsibility for the definition, documentation and completion of complex projects, directing and supporting project team members, and advising clients/users as necessary on all phases
2. Monitors and controls allocated human and material resources and revenue and capital costs against a project budget.
3. Ensures that a change control procedure is in place, and actively used to assess effect of changes to the project on costs, timescales and quality.
4. To develop positive and effective working relationships with department senior management, local authority senior managers, schools, government departments, other local authorities and third party software suppliers.
5. Guides and supports front line staff to adapt ways of working in a changing environment
6. Acts as an example to motivate others by striving to continually improve and persevering in difficult

<ol style="list-style-type: none"> 4. Drive the shaping of new work initiatives and identifying opportunities for service improvement by eliciting, assessing, and prioritising user requirements and achieving buy-in from all stakeholders. 5. To develop systems, programming to ensure effective data mapping, ordering and connectivity within form design to streamline the process where possible, including the specification of training and reporting requirements as a result of the development. 6. Provide functional specifications and any other design documentation needed to ensure the successful specification of developments and verify that design meets requirements. 7. To keep up to date with technical developments, new features and functionality within departmental information systems, analysing the benefits to a range of internal and external stakeholders, maintaining and developing knowledge of all departmental systems. 8. To lead on assessing and evaluating the implications of key legislative changes which will impact on departmental information systems, and to take the lead in formulating strategies for implementation of associated new business processes 9. To take a lead on change control management including developing and following the process for change and the logging of all changes within the IT service request management system. 10. To manage systems upgrades and migrations from legacy systems, mapping and documenting interfaces and overseeing implementation. 	<ol style="list-style-type: none"> 7. Exemplifies a considered and professional approach to the management of risk, showing understanding of the risk management system 8. Treats all customers and colleagues with respect, consideration and the appropriate level of confidentiality 9. Maintain and develop knowledge of departmental information systems and their deployment within the organisation. 10. Takes responsibility for specific assignments related to the system design and implementation function often as the leader of a team.
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
<ol style="list-style-type: none">1. Must be educated to degree level or equivalent2. Evidence of continuous professional development3. Expert knowledge of large complex information systems.4. Expert knowledge of analysing and streamlining business processes.5. An understanding of relational databases such as ORACLE and SQL Server and of business intelligence systems such as Business Objects and SSRS.6. An understanding of the principles on which networks, systems, IT equipment and resources are based. Examples: Windows Server, UNIX, Oracle, SQL Server, Active Directory and virtualisation.7. Proficient and qualified in standards associated with project management and system development, including knowledge of PRINCE2, Agile, SSADM, Waterfall and alternative methodologies.8. Knowledge of data protection Detailed knowledge of relevant legislation affecting children and families, together with any other issues relating directly to the responsibilities of this post, e.g. Data Protection Act, Freedom of Information Act, etc.	<ol style="list-style-type: none">9. The skills to influence staff at all levels of the organisation to enable them to understand the impact of their decisions and to persuade others to embrace change10. Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.11. Deliver presentations in a clear and concise manner to groups of people.12. Takes responsibility for the provision of quality assurance of analysis and development activities which are carried out by others.13. Able to proactively work with colleagues in other work areas to achieve outcomes.14. Ability to work in a pressurised environment which changes rapidly.15. Able to provide clear specialist guidance on complex issues achieving understanding and achieve cooperation.16. Able to produce clear and concise documentation

<p>Experience</p> <ol style="list-style-type: none"> 17. A minimum of five years' experience of developing and maintaining business systems 18. Experience of business analysis, including translating user requirements into system processes 19. Experience of project management and managing project teams 20. Experience of using relevant programming language to improve efficiency and data mapping within operational systems. 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> 21. The post will be responsible for on-going maintenance and development of departmental information systems 22. Accountable for the delivery of departmental information and system projects within time and resource levels by producing and reviewing the project plan, day to day management of associated budgets, up to £200,000 in value, managing resource levels, maintaining communications and holding resources internal and external to the team to account on their responsibilities. 23. The post will require a broad range of expert technical knowledge across all systems managed by the team, and a comprehensive knowledge and a detailed understanding of the service needs across the department. 24. The post holder will provide high level assessment, decision making and autonomous practice across a breadth of complex and technical activities; with due regard to conflicting service needs and ongoing system requirements. 25. Maintains an in-depth knowledge of departmental information systems and provides expert advice regarding their application. 26. Day to day supervision of business systems assistants and specialist consultants as well as managing project teams and matrix management of staff within the Information and Systems team on project work 	