

JOB DESCRIPTION

POST TITLE:	Business Analyst
POST NUMBER:	IT26
GRADE:	H
RESPONSIBLE TO:	Head of Business Transformation & Customer Engagement
RESPONSIBLE FOR:	N/A
LIAISON WITH:	ICT Team, all users (customers) of MDDC ICT systems (officers, members, and members of the public), and with external contractors, suppliers, and other organisations, as necessary

KEY CORPORATE ACCOUNTABILITIES:

1. To support Mid Devon District Council in meeting the Corporate Aims and Objectives.
2. The postholder will usually be accountable for several projects at a time, delivering the required outcomes and benefits to time and budget and effectively applying the agreed standards, methods, and processes for project management.

KEY SERVICE ACCOUNTABILITIES:

1. To provide a high level of service delivery taking account of the Council's policies and procedures.
2. Manage business improvement projects, ensuring resources are available to deliver in line with agreed customer priorities and requirements.
3. Work with stakeholders to understand their needs and gather detailed business requirements.
4. Document and analyse business processes, identifying areas of inefficiency and areas for improvement and automation.
5. Translate business requirements into functional specifications for technical teams.
6. Conduct data analysis to support business change decisions using tools such as Excel, SQL and BI. Create dashboards, reports, metrics to monitor performance and business change benefits.

7. Aid in the planning and execution of projects by tracking milestones, risks, and deliverables
8. Coordinate with the Council's Business Transformation team and stakeholders to ensure prompt identification and delivery of project goals and effective communication and clear understanding of project goals.
9. Provide support in user acceptance testing (UAT) and ensure solutions meet business needs.
10. Facilitate meetings, workshops, and discussions with stakeholders to gather input and provide updates.
11. Ensure projects meet regulatory compliance standards and security requirements.
12. Develop strong client relationships and effectively manage stakeholders, negotiating to resolve any conflicts of opinion to align corporate and business needs with technical solutions.
13. Ensure deliverables prepared by the project team are reviewed appropriately before passing to the Customer for acceptance.
14. Identifying opportunities for improvement and making constructive suggestions for change.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is required, and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

Maintenance of operational systems may be required out of normal business hours. This post will normally work the standard weekly number of hours, but they may not be confined to standard office hours.

The officer may be required to respond to emergencies during unsocial hours.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

The Council has a risk management strategy, and it is the responsibility of officers to comply with the contents including contributing to the risk management process within their service.

DATA PROTECTION:

It is the responsibility of the post-holder to ensure that the section’s requirements for compliance with the data protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a single equality scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the scheme.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a safeguarding policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this policy and comply with the contents.

REQUIRED COMPETENCY LEVEL

Seeing the Big Picture	You understand how your work and the work of your team supports wider objectives and meets the needs of others
Changing & Improving	You learn new procedures and help colleagues to do the same
Making Effective Decisions	You talk to relevant people to get advice and information when unsure how to proceed
Delivering Quality, Value & Pace	You plan, organise, and manage your own time to deliver a high-quality service which gives our customers a good return for their money
Leading by Example	You show pride and passion for your work and display positive, inclusive engagement with your team
Communicating & Influencing	You use an appropriate method of communication for each person taking into consideration their individual needs
Building Capability	You seek learning objectives to set and consistently meet development objectives
Collaborating & Partnering	You proactively contribute to the work of the whole team and remain open to taking on new and different tasks

For further information, please refer to the information attached to the recruitment pack on core competencies

PERSON SPECIFICATION

Business Analyst



	Essential	Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • Degree level education or equivalent • 2-5 years business analyst experience • Experience supporting change in a business area or organisation • Experience of business and ICT system change • Experience of implementing different databases and software applications • Experience of handling substantial amounts of complex data • Proven record of working with cross-functional teams • Experience of working with senior management/stakeholders • Proven ability to work creatively and analytically in a problem-solving environment. 	<ul style="list-style-type: none"> • Understanding of Data Protection • Customer Care experience • Experience of using a variety of different software packages • Experience of supplier/contract management • PRINCE2 Foundation Level – minimum • Local Government or Public Sector experience
Knowledge and Expertise	<ul style="list-style-type: none"> • An excellent grasp of the needs of business customers, the work of the Council and its individual directorates, the legislation and initiatives affecting the Council, the links between these needs and potential technical solutions, and the ability to explain these links and business benefits in terms understandable to non-technical staff, at all levels within the Council. • Ability in desktop applications such as Microsoft Office (Word, Excel, Outlook, PowerPoint, Power BI, SharePoint). • Ability to work at a high level of concentration, and with accuracy and attention to detail. • Comfortable working in a fast-paced environment with changing priorities, and the ability to manage multiple tasks and projects simultaneously. 	<ul style="list-style-type: none"> • A knowledge of the services that ICT Services provide. • Experience with MS365 • All aspects of managing a project, e.g. product delivery, issues, risks, scheduling, prioritisation, and communications. • Experience of Waterfall/Agile project management methodologies • Experience of implementing automation and Artificial Intelligence solutions •
Skills	<ul style="list-style-type: none"> • Excellent written and oral communications skills, including 	<ul style="list-style-type: none"> • Excellent negotiating skills

	Essential	Desirable
	<p>formal presentations and reports.</p> <ul style="list-style-type: none"> • Ability to plan, organise and prioritise work using initiative to work to deadlines • Ability to approach problems logically and methodically, analysing complex data and processes to identify solutions • Ability in data analysis tools e.g. Excel, SQL, and Power BI • Experience using process modelling tools • Ability to work independently and in a team/collaborative environment • Ability to work to tight time schedules 	<ul style="list-style-type: none"> • Tact, consideration, and diplomacy skills, e.g. to manage the expectations of stakeholders
Personal Attributes	<ul style="list-style-type: none"> • Ability to think laterally and creatively to propose optimum, innovative, IT solutions. • Ability to think logically to be able to solve problems on complex issues. • Ability to multi-task on several projects at one time with frequent interruptions. • Methodical and accurate • Persuasive – ability to advocate system changes to support business changes • Committed to equality of opportunity and understanding of diversity issues • A clear customer focus • A good team worker 	<ul style="list-style-type: none"> • A willingness to acquire additional skills and knowledge as needed • To have an awareness of Health & Safety • To have an awareness of Risk Management
Special Requirements	<ul style="list-style-type: none"> • Ability to react quickly to changing events and to respond professionally <p>Able, on occasions, to work outside of core hours when attending events such as User Group Meetings</p>	

Date: Sept 2024