East Lothian Council

JOB DETAILS FORM

JOB OUTLINE	
JOB TITLE: Lead Business Analyst	**JET CODE: 7382**
SERVICE: Policy, Improvement & Communications	
DIVISION: Communities & Partnerships	
REPORTING TO: Digital Project Manager	
RESPONSIBLE FOR: Project Teams	

JOB PURPOSE:

East Lothian Council has a pipeline of information systems to be replaced or upgraded spanning several years. Many of the current systems are embedded in multiple processes across several service areas and their replacement will be a significant change for the organisation. It is intended that any new system will be implemented alongside service and process improvements in order to enable the Council to provide a more efficient and effective service to residents while supporting the Council's aim of rationalising existing systems to reduce cost, risk and complexity.

The purpose of this role is to:

- Manage stakeholder engagement and change processes, ensuring appropriate levels of consultation and engagement are undertaken, any barriers are identified and removed/reduced, and changes will be embedded
- Ensure that the focus of the project remains on the resolution of the business challenge/need delivered through enhancement and changes to key enablers including business processes, systems, data, and staff training
- Undertake business process reviews in a consultative manner with colleagues across the business, and process reviews, process analysis and re-design is undertaken to a high level and in a consultative manner
- Focus on the activity that is required to embed the change and realise the benefits, working with colleagues to ensure these are delivered in line with the project plan
- Ensure handover to business as usual is clearly documented and appropriate training, communication and engagement takes place to ensure outcomes are achieved
- Ensure standards are maintained by working to agreed processes and procedures within the Transformation Programme.
- Maintain awareness of sector wide initiatives / best practice in Business Analysis.

MAIN DUTIES:

- To facilitate customer journey and experience mapping workshops to capture as-is and to-be business and functional requirements from the customer's perspective.
- To analyse current services and processes, and identify and implement opportunities to optimise these, evaluating and establishing requirements using relevant techniques such as gap analysis.

- To investigate problems and analyse options for services, working with stakeholders to identify objectives, opportunities and potential benefits available.
- To undertake business service redesign techniques as appropriate in the development of future service operating models
- To analyse complex data in support of service change and improvement, including using data to show meaningful improvements are being achieved.
- To contribute to developmental activities and project planning processes, supporting the design of products, frameworks, tools, and techniques
- To analyse business related data to support business case development and provide a sufficient level of evidence from which decisions can be made.
- To plan, design, manage and report business process tests and usability
- To facilitate workshops to understand business need, benefits, risks and costs.
- To effectively manage all required communication activities including, workshop and events planning and execution, and stakeholder engagement.
- To identify key stakeholders, tailoring communication to their needs and build relationships. Can take opposing views to reach consensus.
- To present, report and communicate business issues with a range of stakeholders.
- To apply a digital understanding to their work, identifying and implementing solutions for digital first.
- Promote the Council's vision and values and a corporate culture that is positive, customer focussed and supports employee engagement to the highest level
- Apply the Council's Customer Services Standards and adhere to the principles and practice of equality as laid down in the Council's Equal Opportunities Policy
- Take reasonable care of personal health and safety and ensure compliance with the Council's health and safety rules and legislative requirements
- Assist and deputise for the Project Manager.
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Degree level qualification or similar qualification **and/ or able** to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

- None

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Degree level qualification or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will **be required prior to commencement**.	Qualification in Business Analysis PRINCE2, Agile or other project management certification A current driving licence and/or use of a vehicle to travel between locations
Previous Experience (Paid & Voluntary Work)	Experience in business analysis or data research / business intelligence in complex organisations Experience of translating requirements into user needs, ensuring that these are detailed, accurate and consistent Experience of high level influencing, negotiation and relationship building Experience of using appropriate project management and improvement methodologies Experience in leading, managing and motivating project teams Experience of supporting cultural change in local authorities or similar organisational settings Working knowledge of business analysis tools and techniques to model difference	Experience/ certification in lean six sigma Experience in leading, managing and motivating project teams Experience of supporting cultural change in local authorities or similar organisational settings Experience in designing / delivering business change and the development / Implementation of a change management plan to support the introduction of new services and initiatives Experience of supporting colleagues

	scenarios/situations (existing, conceptual or proposed) Experience of improving business process through business process management methodology, including business process mapping. Experience of working with business colleagues to elicit business requirements, documenting and validating them Experience in requirements gathering, definition, data analysis, process analysis, business and functional requirements analysis, system design, testing implementation and change management.	through change initiatives Experience of identifying stakeholders, their influence and developing appropriate communication plans Experience of creating test plans, developing test cases from user needs and undertaking testing to ensure software is fit for purpose Experience of local government information systems
Knowledge/ Skills /Competencies	Analytical and investigative skills Business Analysis Skills Ability to understand users and can identify what their needs are based on evidence. Ability to translate these needs and propose design approaches or services to meet them. Ability to specify requirements from both a business and user perspective to enable agreed changes to be implemented effectively. Ability to investigate, analyse, visualise, articulate and solve complex problems and concepts using comprehensive tools and techniques, and identifying and analysing options to assess feasibility and impact. Ability to identify and explore opportunities for service and	Knowledge and understanding of political, legislative and policy requirements as they affect local government, particularly the public sector reform agenda Ability to review requirements, specifications and define test conditions. Identifying issues and risks associated with work whilst being able to analyse and report test activities and results. Ability to plan, design, manage and report business process tests and usability evaluations. Applying evaluation skills to see

	business improvement including analysis, identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services. Resolving conflict and overcoming difficult situations Effective verbal and written communication skills at different levels of an organisation including experience of delivering complex subjects through the facilitation of workshops, interviews and in writing Organisational and time management skills	how appropriate or useful the defined process is going to be.
Personal Qualities	Ability to use own initiative Ability to prioritise a varied and complex workload Ability to work under pressure and meet deadlines Ability to work flexibly as part of a team Ability to develop effective relationships with stakeholders Ability to work to a high degree of accuracy, paying close attention to detail Ability to be creative	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be	

	We make things Happen We work Together	

FACTOR LEVEL DESCRIPTORS

WORKING ENVIRONMENT:

The Jobholder predominantly works in an office environment, with occasional travel for meetings, conferences etc.

There are no hazards associated with this role.

PHYSICAL CO-ORDINATION:

Physical co-ordination is predominantly required to use a keyboard when undertaking computing activities. The post will involve producing and reviewing complex documents and tracking changes and updating spreadsheets and financial and project management packages on a daily basis.

In the course of normal working the Jobholder is required to travel to various locations. No specialist driving skills are required.

PHYSICAL EFFORT:

The job is mainly undertaken, in a sedentary position and requires no more than a basic level of physical effort.

MENTAL SKILLS:

The job predominantly requires mental skills to research and analyse complex information, problems or solutions, and to develop strategies or plans requiring complex planning activity. Imagination, creativity and/ or innovation are also required in this post for example, in researching and developing potential solutions to complex issues such as service reviews for underperforming services.

The Jobholder will be responsible for scheduling the work and activities of him/her self, and project teams for complex projects. This will require forward planning or scheduling of work and developing of process flow charts etc.

The Jobholder will be responsible for developing project documentation which may involve financial, cultural, and operational problems and take into account unknown variables which will require the ability to conceptualise and envisage unknown variables, influencing factors and areas of uncertainty i.e. future technological developments, demographic and economic trends and political direction.

When new initiatives and/ or changes to services are identified, the jobholder will utilise business analysis skills to ensure the successful implementation of these initiatives ensuring that they broadly remain aligned with the Council's and/or Partnership's objectives and will include providing market insight and contract support whilst managing risk.

The Jobholder will report on plans and progress to the Project Manager, Team Manager – Improvement, Service Manager, Chief Executive and Depute Chief Executive and the Council Management. On occasions the Jobholder will report direct into the Project Board Chair who will be a senior manager.

CONCENTRATION:

The job requires focus and concentration to undertake planning, research, analysis, project management reporting etc.

Typically the Jobholder requires periods in excess of two hours or more on a regular basis to analyse undertake the above.

The Jobholder will have be required to oversee a variety of different projects at any one time and in doing so will be required to deal with conflicting and simultaneous demands from a variety of services, re-prioritising workload(s) as required.

COMMUNICATIONS SKILLS:

The Jobholder requires excellent communications skills to persuade and influence senior officers, Service Managers and councillors that specific projects and proposals, such as alternative service delivery models and income generation initiatives are beneficial and cost effective. They will be required to respond to various challenges including political challenge and will have to demonstrate excellent negotiating and persuasive skills to ensure the success of the implementation of such initiatives.

The Jobholder will be required to chair meetings of staff from across all Council services and partner agencies and to present reports to Council committees, project boards and team meetings. In most cases the jobholder will work with the Project and/or Team Manager to convince people at a higher level. The Project and/or Team Manager will decide when they need to step in and do this or whether the jobholder can do this on their own.

DEALING WITH RELATIONSHIPS:

The Jobholder will be in regular contact and deal directly with senior officers (the Council Management Team and service managers), elected members, other employees of the local authority and senior officers from other organisations. The job entails working with staff at all levels across the council.

Although there are instances when the Jobholder has to progress difficult matters through meetings, discussions, consultations, negotiations these are delivered in a professional manner. The Jobholder will demonstrate emotional and professional resilience on a day-to-day basis.

They do not regularly, come into contact, with people who are abusive and/or threatening.

RESPONSIBILITY FOR EMPLOYEES:

The Jobholder does not have any direct line management responsibility, but may have responsibility for overseeing a Project Team or Teams consisting of a small number of staff seconded on a full-time or part-time basis to deliver an initiative or initiatives. They will be responsible for the allocation and checking of work ensuring that the project is completed successfully.

They are not responsible for the implementation of personnel policies and procedures.

RESPONSIBILITY FOR SERVICES TO OTHERS:

The job predominantly involves responsibility for services to the whole of East Lothian through contributing to the design, development and improvement of systems and services. They will contribute to the delivery of the Transformation Programme and culture change across the whole council and Health & Social Care Partnership.

RESPONSIBILITY FOR FINANCIAL RESOURCES:

The Jobholder will not be a budget holder. However they may have responsibility for identifying savings and generating additional income in line with the council's Transformation programme financial targets. On occasion they may be required to identify external funding streams to support relevant opportunities and to complete funding and grant applications.

RESPONSIBILITY FOR PHYSICAL AND INFORMATION RESOURCES:

The job involves responsibility for developing/ managing information resources including the identification and assessment of options against available resources, ensuring system objectives are fulfilled, and reviewing performance on an on-going basis for projects they are involved in, in line with Team requirements set by the Team Manager.

They are also responsible for setting up monitoring and tracking systems and procedures to ensure the smooth delivery of projects.

They are responsible for the safe use of office equipment such as PC, printers and laptop.

INITIATIVE & INDEPENDENCE:

The Jobholder is required to exercise considerable initiative in the course of normal working. The job predominantly involves working within the broad framework of Council policy to progress a wide range of activities. The work will involve responding independently to unanticipated and difficult problems/ situations and making decisions/ exercising initiative/ making recommendations with access to manager/ more senior officers for advice and guidance. They will occasionally lead (e.g. chairing corporate working groups), and may contribute to, the development of corporate strategy and policy.

They are expected to work autonomously on a day to day basis. From time to time professional advice required by the Jobholder may be sought externally from other bodies and local authorities who have gone through similar exercises.

KNOWLEDGE:

The Jobholder must be educated to degree level and/or have extensive experience in using appropriate business analysis and improvement methodologies as well as delivering process change and supporting cultural change in local authorities or similar organisational settings.

The Jobholder must maintain an awareness of change in Local Government legislation; the financial climate under which local government operates; the debate around and influencers of cultural change and transformation in the public sector; new service delivery models such as Arms' Length External Organisations etc.