

## Job Description

<b>Job Title:</b> Digital Business Analyst & Project Lead	<b>Service Area:</b> Change & Insight	
<b>Directorate:</b> People, Policy and Performance	<b>Post Number:</b>	<b>Evaluation Number:</b> 5774
<b>Grade:</b> PO4	<b>Date last updated:</b> 8 <sup>th</sup> February 2021	

### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

### **Overall Purpose of Job**

- To contribute to a high quality and proactive Digital Team delivering comprehensive and innovative Digital solutions that deliver improved value for money across the Council.
- To work in a collaborative manner across services and projects to deliver digital transformation and Council's transformation plan, and in line with corporate and service priorities.
- Be relentlessly focused on our users and their experience (be they residents, internal staff or others) and using this focus and clarity to identify what matters most, and how digital solutions can be implemented to maximise the value of council services to these groups.

## **Job Context**

The post holder reports to the Digital Transformation Manager.

The post holder has no direct line management responsibility but may be required to matrix manage staff for specific projects.

The post holder has no direct budget responsibility.

The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

## **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Lead on business improvement and analysis projects by applying skills including evidence-based scoping, root-cause analysis, benchmarking, user research, customer journey mapping and redesign, data analysis and benefits profiling, in order to generate and evaluate options for future service delivery.
2. Use expertise and creativity in designing and modelling complex customer journeys and processes, identifying necessary and beneficial process metrics.
3. Effectively collect and interpret complex data to identify opportunities for improvements and efficiencies through the introduction of Digital solutions.
4. Manage user research collaboratively with residents, partners and services to deliver cash savings, efficiencies and improved customer experience through digital and service transformation. Working with them to implement and embed revised customer journeys, business processes and new ways of working.
5. Present information/reports as required to different stakeholders, including senior managers and senior leadership boards in a way that is clear, understandable, accurate and appropriate.
6. Develop and maintain effective working relationships with officers at all levels and other relevant internal and external stakeholders in order to facilitate effective and sustainable digital transformation
7. Provide advice, training, mentoring and support to managers and other council officers on all aspects of digital transformation and business analysis in line with agreed council priorities.
8. Engage in knowledge-sharing activities across the Council in order to promote and embed digital service design and business analysis as a tool for change whilst demonstrating the relationship with programme and project management and business transformation.

9. Manage projects in line with Newham's project management standards, controlling risks and adhering to governance and reporting protocols ensuring that projects are run to time and to a high quality.
10. Any other duties which may reasonably be required in accordance with the duties and responsibilities indicated and which are appropriate to the post covered by this job description.

# Personal Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p><b>EQUALITY AND DIVERSITY</b> We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p><b>PROTECTING OUR STAFF AND SERVICES</b> Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p><b>KNOWLEDGE:</b></p> <p>A good understanding of Digital Services offered by local authorities including familiarity with digital platforms and GDS Digital Service Standards</p> <p>A good understanding of the way local government operates, and the priorities and political pressures that drive it.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>A good understanding of user research and advanced data analysis techniques.</p>	<p>Application Form/Interview/</p>
<p>Knowledge of Waterfall and Agile programme and project management methodologies and their application to digital service design projects.</p>	<p>Application Form/Interview</p>
<p>A demonstrable understanding of critical role of digital transformation and analysis work in supporting organisational transformation and change.</p>	<p>Application Form/Interview</p>
<p>A demonstrable understanding of the Council's transformation objectives and priorities.</p>	<p>Application Form/Interview</p>
<p><b>EXPERIENCE:</b></p> <p>Experience of delivering improvements and developments through digital tools and platforms which deliver real efficiencies, enhance the end users experience and improve working processes.</p> <p>Experience of producing, analysing and assessing business cases.</p> <p>Experience of planning and scheduling projects And identifying project interdependencies when planning.</p> <p>Experience of customer journey mapping, service blueprints or complex business process modelling.</p> <p>Experience delivering projects that have implemented technical solutions and change.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>A flexible approach and a willingness to embrace and promote new ways of working</p> <p>A high level of commitment to successfully delivering significant projects in relatively short timescales</p> <p>Ability to identify, manage and escalate project risks</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application/Interview</p>

<p>Ability to build effective working relationships with individuals and organisations within and outside the council</p> <p>Fully competent in the use of standard Microsoft Office products such as Outlook, Word, Excel and PowerPoint and project planning tools such as Trello, MS Teams Task Boards or MS Excel/Project</p> <p>Able to communicate clearly in person, via telephone and email with officers at all levels within the Council and external stakeholders.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application</p>
<p>Able to produce clear and concise written documents and presentations to a high standard for a range of audiences.</p> <p>Ability to analyse, interpret and present complex data in an easily understood way.</p> <p>Effective listening and negotiating skills and ability to challenge effectively.</p>	<p>Application Form/Interview/Test</p> <p>Interview/Test</p> <p>Application Form/Interview</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>A high level of self-motivation and the ability to motivate and persuade others.</p> <p>Knows when to escalate issues to managers, but always seeks to provide solutions to problems when doing so.</p> <p>Able to work effectively as part of a team or on own initiative.</p> <p>Committed to learning from and sharing knowledge with others.</p> <p>Committed to achieving demanding deadlines and targets.</p> <p>Committed to supporting colleagues to ensure team goals are met.</p> <p>Actively contributes to the creation of an open and interdependent culture.</p> <p>Maintains a high standard of professional conduct, with a commitment to the achievement of equal opportunities in both employment and service delivery</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application</p>

**OTHER SPECIAL REQUIREMENTS:**

Willing to be flexible and carry out additional duties to ensure the successful operation of services.

Application Form/Interview