Employing council

Job Title	**Business Analyst**
Grade	**Havering – Grade 7** **Newham – PO3**
Location	**Remote, Newham or Havering. The post holder must be flexible and work across council sites**

Accountable to	Product Manager
Accountable for	The post holder has line management responsibility for no direct reports
Job Purpose:	- Engage with service and functional areas to understand business, systems' processes and assess any associated challenges, objectives and targets. - Capture, validate, analyse and document AS-IS and TO-BE business and/or systems' processes/requirements. - Maintain an up-to-date library in ADO or JIRA of business and/or systems' processes for the AS-IS and TO-BE. - Support the Product Manager in identifying process improvements, systems' enhancements and/or automation opportunities. - Provide support in various systems' Test phases. - Support the Product Manager in data integrity processes to ensure data within systems' remains current and accurate..

Specific Responsibilities	1. Engage with current and potential system users to question, discuss, understand and record processes that are either being run in the system and may require improvements; processes that could be enabled by existing systems or by investments in new systems that would fall under the management of the systems team.
	2. Understand and document user experience when reviewing existing or potential system processes, identifying problems areas that requirement improvement and opportunities for process re-engineering or automation that would deliver efficiencies and improvements.
	3. Attend stakeholder forums supporting the Product Manager and making notes of any actions and key points that require follow up and/or response.
	4. Document and maintain a library of processes that are run through the systems under management and an archive of any reviewed processes.
	5. Support the Product Manager in the creation of application development road maps and plans for systems under management.
	6. Research system and Information Technology industry solutions that may support business objectives/requirements.
	7. Support the development of business cases for investments in application development or procurement demonstrating cost benefit analysis and providing recommendations on a way forward.
	8. Analyse and report on system development and enhancement outcomes with financial and process efficiency data.
	9. Support the Product Manager in the maintenance of system training information and material libraries.
	10. Support the Product Manager in the analysis and understanding of incidents and problems to identify application changes and enhancements that will reduce incidents and improve application stability and availability.
	11. Maintain a record of Oracle Fusion (and other) application upgrade features that have been implemented or could be implemented to improve processes and organisational efficiencies.
	12. Work as a member of the systems team providing Business Analyst support as required by the wider team.
General	• OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.
	• 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
	• Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.
	• Comply with Health and Safety Regulations associated with your employment.

3	• Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. • To treat all information acquired through your employment, both formally and informally, in strict confidence.