

Job Description



Job Title: Senior Business Analyst	Service Area: Change and Insight	
Directorate: People, Policy and Performance	Post Number: 10022244	Evaluation Number: 414
Grade: SMR-A	Date last updated: September 2021	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

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.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The post holder will deliver service redesign and improvement work across our Environment & Sustainable Transport services by investigating and modelling business functions, customer journeys, processes, information flows and data structures, using a range of business analysis techniques. This role will:

- Lead on service and system redesign across high priority Environment and Sustainable Transport Services to ensure the delivery of high quality, cost effective services that achieve positive outcomes for Newham residents and the Council.
- Drive system wide change and improvement through a passion and commitment to organisational change and transformation.

- Lead the business analysis activities within key projects encouraging innovation and supporting change.
- Build collaborative relationships with the Environment and Sustainable Transport Service and effectively influence to deliver improved services and outcomes for residents.
- Develop proposals, new processes and requirements for improved services, use of data and integration of systems.
- Be focussed on achieving tangible change for Newham residents through improving resident experience.
- Work at a fast pace through the delivery of a series of sprints to deliver rapid improvements.

Job Context

- The post holder will report into the Assistant Director of Improvement and Change.
- As part of their programme management remit, they will also have a dotted line to Project Managers and SROs of the projects within Environment and Sustainable Transport service. This includes the Director of Public Realm and Assistant Director of Environmental Transformation.

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 such other reasonable duties which may be required from time to time.

The Senior Business Analyst will be required to undertake all responsibilities listed below:

- Investigate business problems and opportunities, and specify required changes to business processes, people skills, information, technology and organisation structures and roles.
- Provide expert business analytics, data analysis and stakeholder engagement input to enable the successful design, prototyping and delivery of service improvements and linked projects.
- Project manage the delivery of service and system reviews, strategy development and detailed design activities to ensure the successful, timely delivery of high quality outputs to support transformational change.
- Create new customer journeys, including detailed user flows and data requirements to improve resident experience.
- Support business case development through the identification and definition of business and technical options that will address the business objectives and requirements, and the analysis of the costs, benefits, risks and impacts for each option;

- Work effectively with senior stakeholders, conducting investigations at a strategic level and assuring the feasibility of proposed solutions.
- Take a holistic view of the business situations investigated, ensure that stakeholder perspectives are identified and analysed with a view to achieving consensus, so that business objectives and requirements are understood and provide a context with which recommended solutions are aligned.
- Work well with established teams to be organised, structured and diligent in setting time-bound objectives and navigating roadblocks and eliminating barriers to successful attainment of objectives.
- Maintain links with colleagues within related disciplines such as service design, insight, performance, digital, data and service delivery functions and support the deployment of business and technical changes.
- Assist business stakeholders in defining acceptance tests for new business processes and IT systems, and take responsibility for the effective execution of the acceptance tests.
- Plan, arrange and facilitate meetings and workshops with stakeholders throughout the business change and software development lifecycles; taking responsibility for the management of stakeholder relationships across different levels of seniority.
- Ensure that change is delivered at pace across all workstreams of the programme, iteratively and co-designed with staff, residents and wider stakeholders wherever possible.
- To carry out such other duties within the competence of the post holder which may be reasonably required from time to time.

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.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none"> Knowledge and understanding of business analysis and information modelling techniques, processes and standards. An understanding of Local Government an advantage. Awareness of information governance issues and legislation. An understanding of the political context and environment. Understanding of the issues and challenges relating to significant organisational and strategy change programmes. 	Application and Interview

<p>EDUCATION/QUALIFICATIONS</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent level of work experience relevant to the field. • Recognised business analysis and improvement qualification/ accreditation 	<p>Application and Interview</p>
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Experience of successfully leading business analysis projects and service reviews in complex public sector environments, producing high quality analysis which has supported the delivery of sustainable transformational change. • Experience of undertaking detailed business analysis and service design work to create strategies, services and processes that improve outcomes, deliver efficiencies and operate within a defined corporate operating model • Experience of redesigning customer journeys to better improve resident experience and service outcomes. • Appreciation of service design and UX, ensuring that process changes improve resident experience. • Experience of developing requirements for technical and development teams, including recommendations for integration • Experience of redesigning underlying processes to drive efficiency. • Experience of building excellent relationships with senior managers and Members, with a view to ensuring that corporate visions and priorities are delivered and that an excellent customer service is experienced by those stakeholders. • Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge. • Experience in dealing with a range of complex and contentious matters requiring a consistently high degree of support, persuasion and advocacy and an awareness of major policy objectives. 	<p>Application and Interview</p>

<ul style="list-style-type: none"> • Experience of working as part of a project team to deliver improvements to residents and improve efficiency. • Experience of matrix managing and coordinating employees carrying out work across a range of major functions. 	
<p>SKILLS AND ABILITIES</p> <ul style="list-style-type: none"> • Possess strengths in organisation, attention-to-detail, reasoning, critical thinking, and problem-solving skills. • Ability to constructively challenge the status quo or complex new/evolving ideas in a way that invokes a positive response • An exceptional communicator able to operate and empathise with stakeholders and business groups, influencing and gaining commitment to objectives. • Able to develop and apply the organisational and political nous needed to influence, shape and deliver the programme. • Ability to quickly build strong credible relationships and networks and inspire confidence with elected representatives, senior leaders and senior managers from varying professional backgrounds across complex multi-agency settings. • Experience of and ability to successfully lead and facilitate workshops, focus groups and project meetings. • High level of emotional intelligence with a high degree of self-awareness and resilience, maintaining a positive approach • An ability to respond to unpredictable volumes of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives. • Work effectively and efficiently, paying careful attention to detail, data confidentiality and accuracy. • Self-starter with high degree of initiative, urgency, and follow through. 	<p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to demonstrate, understanding and apply our HEART values. These are embedded in all roles and that applicants must evidence their values as part of the application process:</p> <ul style="list-style-type: none"> ○ Honesty ○ Equality ○ Ambition ○ Respect ○ Together 	<p>Application and Interview</p>

OTHER SPECIAL REQUIREMENTS: None	
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