

# Job Description



South  
Cambridgeshire  
District Council

DEPARTMENT	LOCATION
Corporate Services	Cambourne

JOB TITLE	POST NUMBER
Business Analyst	

GRADE	SCP RANGE
5	

RESPONSIBLE TO	RESPONSIBLE FOR
	None

HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED
None

## Purpose of the role

- To enable and support the delivery of improved processes and services
- To drive and challenge existing plans for change
- To interpret customer business needs and translate them into operational changes
- To provide expert process re-engineering advice to the Service
- To act as the escalation point for staff requiring advice and assistance with complex issues
- To promote a positive environment of partnership working
- To take a strategic overview of change

## Context

The post-holder is responsible for all aspects of programme-based business and process analysis and improvement activities in support of business change for the Council. This includes leading on:

- Eliciting and gathering requirements (using interviews, statistical analysis, process mapping workshops, site visits, use cases, scenarios and task and workflow analysis) to support the introduction of new and replacement processes and systems
- Bringing an understanding of lean and systems thinking to business change
- identifying and engaging with key customers
- using information gathering techniques such as workshops, interviews and research
- defining reporting requirements and specifications,
- documentation of requirements and
- analysis, compliance, presentation and sign-off of requirements.

The post-holder will work with services to develop processes and models which enhance the service to the customer, provide value for money, are more efficient and provide best-fit with technology.

The post-holder will work with the Project Manager to lead and develop best practice standards, expertise, tools and techniques to specifically deliver process improvement, options appraisal and support for the introduction of new processes, with OneVu

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## Specialist requirements

*This section gives examples of the types of activities that are carried out at this level. This list is not exhaustive.*

### Leadership and teamwork

- Able to see the 'big picture', strategic objectives and apply an understanding of how processes should work to align to strategic objectives and other operational improvement requirements.
- Takes a strategic overview of customer requests to enable best value solutions to be recommended
- Helps services through difficult periods of change, dealing with difficult and sometimes emotional people affected by the change.
- Able to mediate in event of a dispute between service professionals using evidence to make the ultimate decisions to implement optimum processes
- Able to lead on the trial, piloting and implementation of identified solutions using appropriate methods, such as Systems Thinking, Lean and Agile.
- Adopts effective influencing and negotiation skills to ensure good partnership working.
- Educates and supports business users responsible for managing and operating business processes
- Improves the relationships with services and with clients
- Mentors officers and others and transfers business analysis skills and knowledge to the service.
- Provides mentoring to managers and other service professionals, transferring knowledge and skills.
- Takes responsibility for specific assignments as the leader of a 'matrix' team.

### Process redesign

- Works with business teams and other departments to find the best way to design new processes and solve process-related issues
- Possesses the skills to map existing processes and design improved ones using a variety of methods including workshops, one to one discussions, using mapping software and more manual methods
- Draws inferences from process details and links these to the big picture by considering business objectives when identifying process improvements
- Able to analyse business processes and workflows with the objective of finding out how they can be improved or automated
- Thinks commercially and identifies opportunities that will have a measurable effect on profit or operational effectiveness and uses this information to inform service and process improvement.
- Able to structure and analyse large amounts of information for use when redesigning processes.

### Operational requirements

- Monitors and evaluates the implementation of process improvements to ensure service requirements are met.
- Understands project and resource management and is able to estimate and plan the work required for specific tasks.

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- Acts as a champion for their specialism and contributes to developments in this area.

*NB: The range of duties carried out at this level will be different for each service the Business Process Analyst works with. Any combination of the above duties may be employed at any time. The duties listed above are examples and other duties may be undertaken and are not excluded because they are not listed.*

## **General to all job descriptions**

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety and Risk Management, in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: November 2018