

# Person Specification



South  
Cambridgeshire  
District Council

## Post: Business Process Analyst

### Values:

Our values framework (attached) sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

### We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

## Education and qualifications

### Essential

- Educated to degree level or equivalent or demonstrable relevant experience in a similar specialist environment.
- Either a post graduate diploma in Systems Thinking in Practice from a recognised University or qualified in Lean Systems to practitioner level in line with ISO 18404
- Relevant qualification in business change, such as BCS or APMG at practitioner level
- Evidence of working in a supervisory/leadership role.
- Evidence of continuous personal and professional development.

### Desirable

- Knowledge of project and programme management methods such as Prince2 or MSP.
- Familiarity with the Vanguard method of Systems Thinking
- Understanding of other methods of service improvement such as Six Sigma

## Personal qualities/ aptitudes/ behaviours

### Essential

- Displays the ability to work flexibly to meet the requirements of the role.
- Encourages innovation and new ideas and can apply them to improving customer outcomes.
- Continuously develops and updates their professional expertise and provides a positive role model for personal development in line with the workforce strategy.
- Skilled in dealing with clients at all levels, promoting new ideas and delivering excellent customer service
- Skilled in leadership and professional development of others.
- Demonstrates excellent interpersonal, verbal and written communication skills



## Specialist knowledge and experience

### Essential

- Has an excellent understanding of best practice in business and process analysis techniques, including the principles of Lean and Systems Thinking.
- Shows substantial experience of identifying, developing and delivering opportunities for service improvement.
- Has proven experience of providing leadership and guidance to a team.
- Demonstrates the ability to understand, analyse and assimilate new, complex and unfamiliar information
- Skilled at gathering, understanding, translate and document requirements

### Desirable

- Can apply a knowledge of project management techniques and approaches to their work.

## Additional skills and abilities

### Essential

- Able to create and maintain excellent and open relationships with service departments and colleagues.
- Will have an excellent analytical background, be a problem solver and have excellent illustrative and communication skills
- Will quickly assimilate and understand service related issues across functions, and their possible impact on business development and operational service delivery.
- A proven ability to lead and run workshops and meetings with a range of professionals.
- Proven process mapping and facilitation skills.
- Demonstrable ability to present information in a structured way appropriate to the needs of the audience.
- Will be able to use a wide range of tools and techniques to map processes - 'as is' and 'to be' in a way that is flexible and tailored on the customer and the environment.
- Will be able to think laterally and develop and review design solutions for a variety of problems.

## Miscellaneous /other working requirements

- Demonstrates a commitment to developing talents, skills and values of the organisation to ensure that the service is a centre of excellence.
- Has the ability to travel to other locations and to work flexible across Cambourne and Cambridge locations.

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## Key contacts or communication links

- Works closely with project team which includes Business Development, HR and IT..

### Internal

- Regular contact with service users at all levels
- Contact with elected members

### External

- Contact with customers and service users at all levels

Person Specification last reviewed: November 2018