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| **Job Description** |
| **Post title** | Business Analyst |
| **JE Reference No** | N8567 |
| **Grade** | 12 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services – Digital Engagement |
| **Reporting to** | The post holder will be accountable to the Project Support and Adoption Manager  |
| **Location** | Your normal place of work will be Crook Civic Centre but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To successfully implement a prioritised series of process reviews.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Design and apply prioritisation standards for process reviews
* Lead multiple process reviews simultaneously across a variety of areas
* To deliver and implement process reviews to the required time, cost, quality and, scope benefit and risk performance criteria.
* To ensure robust project governance arrangements are in place to ensure accountability and clarity of roles and responsibilities.
* To ensure process review findings have an adequate business case and the resources necessary to implement new way of working.
* Identify and manage data issues and risks whilst promoting valuable process steps and eliminating waste.
* To direct, motivate and lead teams consisting of membership from all levels of the hierarchy.
* To ensure all reviews are well managed and controlled through the use of appropriate documentation
* Actively promote continuous improvement across the service and authority
* Work with the Programme Manager and project teams to ensure all requirements of the programme are delivered.

* To forge and maintain good relationships with a wide range of internal and external stakeholders.
* Undertake other project management activity as required.
* To provide professional advice to all members of the service.
* To provide cross training within the team and wider authority to integrate expertise into business as usual

The main duties listed above are neither exclusive nor exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree level/equivalent relevant qualification
 | * Management qualification such as MBA, or equivalent or professionally related further qualification
* LEAN or equivalent Process improvement related qualification
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| Experience | * Experience and proven track record of leading and managing process reviews
* Experience of budgeting, performance management
* Track record of successfully engaging with others in diverse organisations, building positive working relationships
* Extensive experience of driving business process re-engineering & service improvement
 | * Local government functions and organisation
* Experience of communicating difficult / sensitive information tactfully
* Cost / benefit analysis of proposed changes
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| Skills & Knowledge | * Is self-aware, acts proactively, accepts personal responsibility and communicates effectively both orally and in writing.
* Can quickly understand process issues and root causes
* A proven track record of successful improvement reviews
* An ability to provide clear overall strategic direction whilst being able to understand and deal with complex commercial and technical matters
* Effective time management skills so that deadlines are managed efficiently at both a Project Team and on an individual level
* IT/keyboard skills, especially word, Excel and MS Project and the ability to use email and internet.
* Use of Powerpoint and Microsoft Project.
* Excellent stakeholder management
* Organisational change management
* Influencing & negotiation skills
* Strong analytical skills
* Ability to work under & respond positively to pressure
 | * The ability to produce detailed system specification documents allowing for implementation
* Can generate enthusiasm among team members
* Knowledge of public sector management practices
* Knowledge of project management system and procedures
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| Personal Qualities | * Able to work closely and establish positive relationships with elected Members, staff at all levels within the Council, external agencies and other partners whilst being politically aware
* Flexible and adaptable – responds positively to changing demands and is willing to look outside the normal working day for essential meetings and to achieve deadlines
* Portrays a professional manner which commands confidence
* Positive attitude
* Aptitude & desire to establish a positive customer experience
* Highly motivated
 | * Access to a car of means of mobility support (if the postholder is driving they must hold a current valid driving licence & have appropriate motor insurance cover)
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