



THE ROLE

Business Analyst

Department:	Innovation and Change
Role Code:	I&C05
Grade/Role:	9
Responsible to:	Programme Manager
Responsible for:	No line management responsibility
Date Revised:	October 2021

Job Purpose:

To protect and save life, property and the environment by investigating and analysing business activities and processes and identifying how to make them more efficient. Defines requirements for improving business processes and / or systems to reduce their costs and enhance their sustainability. Investigates business needs, problems and opportunities and contributes to recommendations for improvements.

Main Duties and Responsibilities:

1. Provides Change Delivery and Change Management support - including organisational change – business analysis and delivery; defines requirements, implementation and transition plans, and justifies (in business terms) projects to develop/implement automated and non-automated components of new or changed processes; idea generation, option Evaluation for improvement ideas and solutions; utilises business experience and skills to assess, and provide advice, on the practicality of alternatives, ability to balance technical limitations with operational realities. Carries out in depth stakeholder analysis.
2. Pro-actively contributes to problem solving and investigation to identify opportunities for improvement and solutions; works to investigate and model business functions, processes, and information flows and data structures, using various methodical and consistent techniques. Good knowledge of creative problem-solving techniques and improvement methods
3. Takes responsibility for investigative work to determine business opportunities and specify effective business processes; Business Process definition to support as-is and future state to-be modelling; specifies implementation through improvements in information systems, data management, practices, organisation, and equipment. Applies and monitors the use of required modelling and analysis tools, methods, and standards.

Role Profile

4. Conducts investigations at a high level for strategy studies, requirements specifications and feasibility studies; defining and capturing Business Strategy in support of programme and project delivery; maintains technical awareness so that alternatives can be analysed, modelled, and classified according to technical feasibility and non-functional characteristics.
5. Leads on requirements definition for project delivery; takes responsibility for the detailed specification and modelling of recommended solutions using resources, standards, methods, and tools; defines and evaluates Performance Measures to support programme and project delivery and transition into business as usual.
6. Ensures that views of all appropriate parties are considered, verified, and validated within the stakeholder community; ensures appropriate prioritisation is applied to meet business objectives; leads on stakeholder analysis and support to support programme and project delivery; maintains links with counterparts within other areas such as ICT software engineering and service delivery functions and plays a part in bringing systems to implementation.
7. Works within a defined organisation governance framework as part of the project/programme/portfolio management office; applies available standards, methods, and tools, and produces a consistently high standard of documentation of both a technical and a descriptive nature.
8. Works to investigate business issues, problems, and new opportunities, seeking business solutions through improvements in automated and non-automated components of new or changed processes/procedures, organisation, and equipment; assists in the analysis of the underlying issues arising from investigations into requirements and problems and identifies available options for consideration.
9. Records work with documentation meeting the required standards and uses suitable methods and tools. Defines, documents, and carries out small to medium scale projects alone or with a small team, actively participating in all phases.
10. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
11. Any other duties commensurate with the responsibilities and grading of the post.