



## **THE ROLE**

### **Senior Business Analyst**

<b>Department:</b>	<b>Innovation and Change</b>
<b>Role Code:</b>	<b>TBC</b>
<b>Grade/Role:</b>	<b>11</b>
<b>Responsible to:</b>	<b>Head of Portfolio, Governance &amp; Assurance</b>
<b>Responsible for:</b>	<b>Business Analysts x 2</b>

### **Job Purpose:**

To support the development and delivery of our design and process review activity for the Service's strategic planning and analysis, to protect and save life, property, and the environment.

### **Main Duties and Responsibilities:**

1. **Strategic Analysis** - Proactively conduct strategic analysis to understand complex, interdependent, and wide-ranging business requirements of the Service, aiming to enhance operational effectiveness.
2. **Stakeholder Collaboration** - Collaborate with stakeholders across the Service to identify business needs, understand gaps and pinpoint areas for improvement.
3. **Service Evaluation & Improvement** - Critically assess the current Service environment to evaluate effectiveness and efficiency. Drive continuous improvement initiatives to enhance service quality.
4. **Change Pipeline** – Manage the future change pipeline by leading discovery efforts with the Business Analysis team, to inform project related decision-making.
5. **Portfolio Management Board (PMB) Attendance:** Participate as a member of our PMB decision making Board, presenting and managing the upcoming change pipeline to support strategic decision-making.
6. **Stakeholder Engagement** - Effectively interface with and influence Heads of Service, Managers, and staff. Demonstrate confidence in working with a diverse range of individuals.
7. **Matrix Management** - Coordinate and manage activities by bringing together cross-functional teams. Oversee and nurture relationships among team members and stakeholders, ensuring accountability for the successful delivery of outputs.

## Role Profile

8. **Communication of Insights** - Present analytical findings and insights to the Continuous Improvement Board (CIB) and the Portfolio Management Board (PMB). Develop and propose various options and solutions based on the analysis.
9. **Service Design and Specification** - Design Service requirements and specify appropriate solutions that align with the Service's strategic vision and direction.
10. **Monitoring and Reporting** - Track and report on review and design work packages to the relevant individuals.
11. **Leadership and mentorship** - Manage, support and mentor Business Analysts within the Innovation & Change function.
12. **Supporting Solution Implementation** - Assist in transitioning from analysis and design to delivery, facilitating the detailed development and implementation of solutions led by the Business Analysts.
13. **Technology Innovation** - Develop a comprehensive understanding of new and emerging technologies within the Service's platforms, particularly Microsoft products. Collaborate closely with ICT colleagues to identify and leverage technologies that support business processes and enhance efficiencies.
14. **Strategic Planning** - Lead on and facilitate the implementation of the strategic planning lifecycle within the Service.
15. **Health, Safety & Compliance** - 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.
16. **Other Duties** - Any other duties as appropriate with the responsibilities and grading of the post.