



Lead Business Analyst

Permanent, based in Kingston and Sutton

Grade J

The role reports directly to the Head of Research and involves line management of the Business Analyst role.

Position Summary

Digital and IT is a shared service between Kingston and Sutton councils providing digital and technology services to both councils as well as a number of arm's length companies.

We are committed to delivering excellent public services to our residents and local businesses, which is why we place the user, and their needs, at the heart of our agile delivery strategy. We are proud of our digital culture, and have a team of excellent professionals working across multi-disciplinary teams to deliver our new digital services.

Both councils are undertaking significant transformation of their services. We are therefore looking to recruit vibrant, talented people who would be excited to help us build user centred, modern digital services across two councils.

The range of projects we are working on are varied in nature, which is why we love working here. Over the coming years you could help us to shape the delivery of adult health and social care, improve services that maintain our roads and highways, or help us to deliver smarter cities.

Purpose of the Role

Our mantra here in Digital is *people first, technology second*. Working as part of an agile, multi-disciplinary team, the Senior Business Analysts will plan, design and carry out research activities with the service area to help teams achieve a deep understanding of the business goals, business processes, and underlying architecture.

At this level, you will be expected to:

- build and develop best business research practices in new teams
- manage communities-of-practice activities
- align business research activities with wider plans to inform the service proposition
- supervise and develop other business analysts to assure and improve research practice
- have functional and / or people management responsibilities
- mentor others
- own stakeholder relationships

All Lead and Manager postholders are expected to be able to deputise for their line manager.

Key Activities

Business Analysis

- An expert in business analysis, you will be responsible for building the team's understanding of service intent and as-is processes. You will work in the open, across multiple services, building understanding of the service area and taking your team, and stakeholders on the research journey. You will ensure the business analysis meets Government Digital Service standards.
- You will plan and deliver business analysis to understand the business requirements. This will include carrying out business research (desk research, interviews, workshop facilitation, etc), mapping end-to-end business processes, mapping the technology that underpins those processes, and mapping the known frictions and pain points. You will analyse and understand data analytics to identify key themes. You will carry out gap analysis on process and IT solutions, and carry out cost benefit analysis.
- You will be adept at business improvement process writing, knowing how to analyse current services and processes, and can identify and implement opportunities to optimise these. You can help to evaluate and establish requirements using relevant techniques such as gap analysis.
- You can take responsibility for the creation of test cases. You can create traceability records, from test cases back to requirements.
- You can model more advanced and complex situations across more than one business function or programme. You know how to gather insight from senior stakeholders and communicate modelling results clearly to them.
- Digital perspective. You have the ability to apply a digital understanding to your work. You can identify and implement solutions for assisted digital.

- You will develop artefacts that easily communicate findings to the team and wider stakeholder community. You will build maps that articulate the business processes and underlying technology. You will create data and interface maps. You will write business reports (such as business cases, options analysis, and requirement specifications).
- You will socialise your findings and recommendations with the team and wider stakeholders. This will include presenting your artefacts at the team's regular Show and Tell events, and facilitating interactive business analysis workshops with your team.
- As a senior member of the team you will help set direction and embed good practice within the team. This will involve building team capability (through mentorship, both individually and via our community of practice) and helping us to build our business analysis standards. You will provide constructive criticism to colleagues so that we can improve everyone's skills and work.
- You may be expected to undertake other duties and activities as required from time to time.

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports Kingston's commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminate paper-based processes wherever possible.

The Person

In order to successfully deliver the responsibilities of the role, you will need to:

- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.

Skills and Experience

Essential Skills and Experience

- **User focus.** You have a deep understanding of business analysis principles, practices, and methods. You know how to give direction on which tools or methods to use. You can apply strategic thinking in how to best support the intent of the business while championing the needs of users.
- **Research skills.** You are an expert in business research methods. You have deep knowledge of techniques which help in modelling and understanding a business and its operation (such as functional business models, statistical process control, relational data modelling, use cases). You have extensive experience of data synthesis to produce insight, and know how to involve the whole team in your research activities.
- **Insight Articulation.** You produce high quality artefacts to build understanding. You can articulate insight to make your findings accessible to the whole team. You can write user-stories, define success measures, and provide a definition of done. You create maps and flows of business processes, showing underlying technology and known pain-points. Where necessary you can generate written reports for the business, such as business cases, options analysis, and requirement specifications.
- **Inclusive research.** You have an understanding of, and can explain the necessity for inclusive research, and the benefit gained by all when we consider accessibility needs.
- **Communication skills.** You are an excellent communicator and can engage with stakeholders at all levels. You build effective working relationships and know how to manage stakeholders' expectations and facilitate discussions across high risk and

complexity or under constrained timescales. You can mediate between people and mend relationships. You absorb complex technical information and communicate effectively at all levels to both technical and non-technical audiences.

- **Agile working.** You have experience working in agile, multidisciplinary teams to design and build services. You understand and can communicate the benefits of an agile approach.
- **Research leadership.** You have experience advocating for Business Analysis and engaging sceptical colleagues. You have experience coaching and mentoring junior colleagues in Business Analysis and agile ways of working. You have contributed to the development of research standards, and are an active member of the wider cross-government research community.

Our leadership competencies

Partnering for Excellence

- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for the Councils and the community

Communication and Influencing

- An ability to understand and respond to the evolving economic and social environment within which the Councils operates
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

Putting the Customer First

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business

Being the Best

- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions

Context

Corporate responsibilities

The councils require managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role

Our Values

Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:

- Supportive of trying new ideas, with the courage to change direction.
- Transparent and connected in all that we think, say and do.
- Appreciative of each other, recognising and celebrating success.
- Respectful of difference and valuing diversity.

Digital & IT Behaviours

In Digital and IT, we want to encourage behaviours that support the values of both of our Councils.

- Within teams and across the broader Digital and IT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and IT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our Councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.