

Business Analyst

Permanent Role

Hybrid working - Part remote/part office based in Kingston and Sutton

Grade: I-J



The role reports directly to the Lead Business Analyst.

Purpose of the Role

Our mantra here in Digital is *people first, technology second*. Working as part of an, multi-disciplinary team, the Business Analysts will carry out a number of activities such as research, analysis, making recommendations, design and implementation in order to deliver business improvements

Key Activities

Business Analysis

- Take responsibility with services and users to investigate operational issues, problems and opportunities for business improvement.
 - Lead business research (desk research, interviews, workshop facilitation, etc), mapping end-to-end business processes, data modelling the technology that underpins those processes, and identifying 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.
 - Develop and communicate artefacts effectively and confidently to the team and wider stakeholder community through a variety of methods - presentations, workshops, diagrams, reports, and user focussed artefacts.
 - You will be responsible to write business reports (such as business cases, options analysis, and requirement specifications).
 - You will design and implement 'To Be' workflows & processes within systems and teams.
 - Drive design thinking to understand user needs, problems and insights with the ability to create low fidelity prototypes.
 - Build strong relationships with team members, key stakeholders, suppliers, and external organisations
 - You may be expected to undertake other duties and activities as required from time to time.
 - Post holders are expected to be able to deputise for their line manager if required.
 - You will develop and mentor less senior members of the team, even if they do not have direct line management responsibility for them.
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Skills and Experience

*Skills Bracket E = Essential, D = Desirable

Skills	Grade I
Person	<p>At this level you will be expected to:</p> <ul style="list-style-type: none"> • Work independently in small to medium sized projects • Work closely with stakeholders • Present back findings, reports and artefacts • Advance the BA community through sharing best practises.
Business Analysis (E)	You can take responsibility to investigate operational needs or problems and assist in the recommendation of service improvement and business solutions. You can contribute to recommendations to improve services and understand the importance of evidence-based design or analysis (<i>working level</i>)
Business Improvement (E)	You can identify service and process improvement opportunities. You can contribute to the implementation of proposed solutions (<i>working level</i>)
Business Modelling (E)	You can model processes and data using established techniques and understand the purpose of this and its importance. (<i>working level</i>)
Testing (E)	You can execute system & business process testing. You know how to write and execute test cases. You understand the role of business process testing and how it works. (<i>working level</i>)
Digital Perspective (E)	You are responsive to changes in technology, adapting your approach accordingly. You can make decisions to meet user needs in the government context. (<i>working level</i>)
Enterprise and business architecture (D)	You are aware of the target operating model and ensure recommendations for business improvement are in alignment with the corporate objectives. (<i>working level</i>)
User focus (E)	You have an understanding of user experience analysis and its principles. You can see the purpose of user stories and focus on user needs. (<i>working level</i>)
Agile Working (D)	You have experience of working in agile and can advise colleagues on how and why agile methods are used and their value. You understand how to work as part of an MDT. (<i>working level</i>)
Methods and tools (E)	You have experience using a variety of business analysis methods and techniques and know when to apply them.
Requirements definition and management (E)	You know how to elicit, define, document and manage requirements. You know how to validate requirements and explain them back to the business.
Stakeholder relationship management (E)	You are able to identify and build relationships with key stakeholders. You know how to manage each stakeholder and understand what information is relevant to each. You are comfortable challenging the norms and resolving conflicting stakeholder views and requirements.

Skills	Grade J
Person	<p>At this level you will be expected to:</p> <ul style="list-style-type: none"> • Work independently in medium to large sized projects • Able to scope and plan the BA activities in a project • Work closely with all stakeholders including the senior management team • Innovatively present back findings, reports and artefacts. • Mentor others • Take a lead role in advancing the BA community through sharing of best practises
Business Analysis (E)	You can take responsibility to investigate operational needs or problems and assist in the recommendation of service improvement and business solutions. You can help teams to manage and visualise outcomes, contribute to recommendations to improve services and understand the importance of evidence-based design or analysis (<i>practitioner</i>)
Business Improvement (E)	You can identify service and process improvement opportunities in complex service environments. You can contribute to the implementation of proposed solutions (<i>practitioner</i>)
Business Modelling (E)	You can model more advanced processes and data using established techniques and understand the purpose of this and its importance. You know how to gather insight from senior stakeholders and communicate modelling results clearly. (<i>practitioner</i>)
Testing (E)	You can execute system & business process testing. You know how to define test conditions plus write and execute test cases. You understand the role of business process testing and how it works. (<i>practitioner</i>)
Digital Perspective (E)	You can recognise and understand changes in technology, adapting your approach accordingly. You can make decisions to meet user needs in the government context. (<i>practitioner</i>)
Enterprise and business architecture (D)	You can contribute to the target operating model and ensure recommendations for business improvement are in alignment with the corporate objectives. (<i>practitioner</i>)
User focus (E)	You have a good understanding of user experience analysis and its principles. You can see the purpose of user stories and focus on user needs. (<i>practitioner</i>)
Agile Working (D)	You have experience of working in agile and how and why agile methods are used and their value. You know how to help the team decide on the best outcomes and work as part of an MDT. (<i>practitioner</i>)
Methods and tools (E)	You have strong experience in using a variety of business analysis methods and techniques and know when to apply them. (<i>practitioner</i>)

Requirements definition and management (E)	You have experience on how to elicit, define, document and manage requirements. You know how to validate requirements and explain them back to the business. (<i>practitioner</i>)
Stakeholder relationship management (E)	You are able to influence and build relationships with key stakeholders. You know how to manage each stakeholder and understand what information is relevant to each. You are comfortable challenging the norms and resolving conflicting stakeholder views and requirements. (<i>practitioner</i>)

Performance & Person

- Works with line manager and project/Multi-disciplinary team to define outcomes, set targets and monitor performance, within an agile culture of continual improvement
- Adopt our S.T.A.R principles
 - **S**upportive of trying new ideas, with the courage to change direction.
 - **T**ransparent and connected in all that we think, say and do.
 - **A**ppreciative of each other, recognising and celebrating success.
 - **R**espectful of difference and valuing diversity.
- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working

Customers and Partners

- 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.

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.