PETERBOROUGH CITY COUNCIL

Job Description

Department:	Digital & Customer Access
Division/Section:	Corporate Services
Job Title:	Senior Business Analyst
Post No:	
Grade:	13
Reports to:	Senior Programme Manager
Organisation Chart: **Show immediate manager and any jobs reporting to this post.**	Senior Programme Manager Senior Business Analyst
DBS Check applicable?	**Basic** ☐ **Standard** ☐ **Enhanced** ☐ **None** ☒
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? **Yes** ☐ **No** ☒
Line Management responsibility for:	**No. of direct reports: 0** **No. of indirect reports: 0**
Size of budget: (Per annum)	None
Job Purpose:	Peterborough City Council have an ambitious vision to deliver a Digital & Customer Access programme of work across all services within the Council. Reporting to the Senior Programme Manager, the Senior Business Analyst is responsible for the development, management and delivery of a range of analytical work and service improvement projects and work-streams within the Customer & Digital Access service programme of work across Peterborough City Council. A

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	detailed knowledge and understanding of business analysis tools, project management, stakeholder engagement and the ability to adapt to a fast, evolving programme are critical within this role.

Main Duties and Responsibilities:

	Main accountabilities
1.	**Leadership** • Lead the successful delivery of complex business analysis on projects through effective programme and stakeholder management. • Develop and maintain a programme level plan, critical path and visibility of interdependencies between programmes for business analysis activities • To own the delivery of the mapping of the As is and the To Be processes on major projects and programmes.
2.	**Financial Management** • To identify and monitor business benefits; financial and non-financial. • Report to management on the benefits tracking. • To train Business Analysts and Project Management staff on how to track and manage benefit realisation across projects and programmes.
3.	**Data Analysis and Management** • To provide Business Analysis expertise to assist in the delivery of projects across the Customer & Digital Access service Project and Programme Delivery programme. • To work with the Programme leads to analyse the work relating to the delivery of the Digital Capital Programme and associated workstreams. • To act as the lead Business Analyst on programmes, including owning the delivery of the analysis and how it impacts/defines the projects and programmes. • To collate, examine and validate the information required to design and develop the projects relating to the Digital Capital Programme and associated workstreams. • To act as the business analysis lead on programmes of work including the management of business analyst project resources. • Act as the escalation point for project resources and stakeholders on programmes of work relating to the analysis, mapping and service design. • Identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. To build and maintain effective working relationships with key stakeholders. • Lead on modelling more advanced and complex situations across more than one business function or programme. • Business requirements gathering across the Programme for implementation. • Input to the procurement process for service requirements and to also lead on ensuring the procured solution meets service requirements. • Provide a critical perspective on the overall strategy programme. • Analysis, understanding and redesign of large business systems e.g. ERP (Enterprise Resource Planning)/Unit4, Education & Adult Services systems
4.	**Service and People Management** • To support individual projects, by acting as a 'critical friend', gathering and completing Business requirements. • To lead the required implementation of identified business activities as determined within the projects.

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	• Line manage Business Analyst roles within the team, including contract staff. Matrix managing resources within the project, ensuring their training, development and welfare needs are catered for and motivation is maintained. Where direct reports are being tasked by other project managers or the PMO, liaise with these to ensure that workloads and tasks allocated to their direct reports are appropriate and manageable. • Provide pastoral support to resources within the Digital Project and Programme team.
5.	**Customer Focus/Communications** • To support relevant project team and project board meetings including all associated administrative processes, ensuring that all meetings are organised, accurately recorded and decisions recorded in accordance with departments, corporate and statutory requirements and ensure actions are followed through. • Ability to communicate complex concepts to a varied group of stakeholders in a way which is understood by all.
6.	**Cultural Change and Workforce Development** • Promote a culture of continual improvement. • To act as a quality assurance mechanism ensuring that the Digital Strategy projects and programmes are well managed, adhere to appropriate standards and good practice and are aligned to strategic direction.
7.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
8.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

DATE: September 2024   **COMPLETED BY:**   Petra van der Meij

PETERBOROUGH CITY COUNCIL

Person Specification

Job title:	Senior Business Analyst	Directorate:	Corporate Services
Grade:		Service / Team:	Customer & Digital Access
Date:	September 2024	Completed by:	Petra van der Meij

ATTRIBUTES	CRITERIA	
KNOWLEDGE	**Agile Working:** You can identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. You know how to help the team to decide the best approach. You can help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP), print and scope.	Essential
	Business analysis: You can take responsibility for investigative work into problems and opportunities in existing and new services. You know how to drive the analysis and collection of information to create recommendations for service improvements. You can analyse large amounts of complex information and use it to produce solutions. (Relevant skill level: practitioner). Ability to map business processes and identify areas for improvement which have a monetary value for services.	Essential
	Business improvement process: You know 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. (	Essential
	Business modelling: 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.	Essential

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	The ability to model resources and manage the budget for projects. The ability to model service financial costings to demonstrate improvements or savings based on proposed service design.	
	Business process testing: You can take responsibility for the creation of test cases. You can create traceability records, from test cases back to requirements.	Desirable
	Digital perspective: You have the ability to apply a digital understanding to your work. You can identify and implement solutions for assisted digital.	Desirable
	Enterprise and business architecture: You can contribute to the creation and maintenance of the target operating model and identify the impact on operational service.	Essential
	Innovation: You can lead others to innovate in their work as well as enabling them to innovate on their own.	Essential
	Methods and tools: You know how to ensure that teams are using the right tools and methodologies and promote their use.	Essential
	Stakeholder relationship management: You can influence stakeholders and manage relationships effectively. You know how to build long-term strategic relationships and communicate clearly and regularly with stakeholders.	Essential
	User focus: You know how to collaborate with user researchers and can represent users internally. You understand the difference between user needs and the desires of the user. You can champion user research to focus on all users. You can prioritise and define approaches to understand the user story, guiding others in doing so. You can offer recommendations on the best tools and methods to be used.	Essential
	Benefit Management: Demonstrable experience of cost benefit analysis methods, benefit mapping and benefit profiling tools.	Essential
	Local Authorities: Understanding of the decision making and governance arrangements within local authorities.	Desirable

	Considerable depth of knowledge of working in and the whole specialist area of a Digital Service environment, and in addition, preferably in-depth knowledge of wider local authority functions	
SKILLS & ABILITIES	**Working Together:** Ability to build strong, professional relationships. Ability to communicate across a diverse and challenging community of stakeholders. Highly developed networking and influencing skills. Ability to negotiate and persuade stakeholders when conveying contentious proposals, solutions and implementing resolutions.	Essential
	Organised, analytical, and accurate with excellent attention to detail.	Essential
	Integrity: Takes responsibility for actions and escalates by exception.	Essential
	Excellence: Influence best practice in the work of team, contractors, partners and self. Comfortable with considerable amounts of data and operating within a very complex and varied environment. Demonstrate strong analytical skills and the ability to understand very complex issues and advise on complex solutions across business areas with the application of critical judgement. High standards of numeracy, literacy, communication and presentation skills. Organised, analytical, and accurate with good attention to detail. Comfortable with larger amounts of data and operating within a complex environment. Flexibility to readily assist/ support where required. Demonstrate strong analytical skills and the ability to understand complex issues and advise on solutions across business areas with the application of critical judgement.	
	Strategic Thinking:	Essential

	Ability to translate concepts and ideas into meaningful plans and action. Ability to work on own initiative and to deadlines and be proactive and highly motivated.	Essential
	Leadership: Influence and motivate people towards a common objective.	Essential
	Collaborative Working: Work collaboratively to promote and deliver the Council's interests and objectives across the organisation and with partners. Ability to deliver high quality formal reports and presentations within tight timelines. Ability to influence and motivate non-line managed staff with constructive criticism	Essential
	Resilience: Confident in explaining decisions and identifying barriers to implementation. An individual who can excel in a fast-paced team environment with resilience, determination and grit.	Essential
	Communication: Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences, some of which will be non-specialists in the business analyst space Ability to deliver high quality formal reports and presentations within tight timelines. Ability to communicate across a diverse community of stakeholders; good networking and influencing skills	
	Engaging Others: Convey a shared sense of purpose and direction, enabling staff and others to engage with, understand and contribute to the successful delivery of the Council's objectives. Ability to work as part of a team, sharing knowledge and experience, recognise the strengths and weaknesses of others, and constructively challenge	Essential

	to achieve productive outcomes		
EXPERIENCE	**Business Analysis:** Experience of working as a business analyst within a public sector organisation.	Essential	
	10+ years' experience in a project and programme environment.	Desirable	
	Relationship Management: Experience of developing strong and effective relationships across and outside of the organisation.	Essential	
	Extensive experience of working with external consultants and strategic partners.	Desirable	
	Experience of communicating with a range of stakeholders including senior Council officers and strategic partners.	Desirable	
	Developed management & leadership skills combining an open and inclusive approach with the ability to operate as a strong team player	Essential	
	Leadership: Ability to deliver successful outcomes for staff and the organisation	Essential	
	Creative Thinking: Experience of having identifying new ways of thinking for a problem or situation	Essential	
	Innovation: Introducing new approaches to solve problems or improve the way service is delivered.	Essential	
QUALIFICATIONS	**Educated to Degree level (or equivalent experience)**	Essential	
	Any / Programme Management or closely related discipline desirable with significant post qualification experience	Essential	
	Business analysis qualification including Lead, Six Sigma, Process Mapping	Desirable	
	Relevant professional qualification or membership; Prince2, MSP, ITI		
	Project and Programme Management Continuous Improvement	Desirable	

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PERSONAL CIRCUMSTANCES		
EQUALITY	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]

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