

Job Description

Job Title	Senior Business Analyst
Directorate	Strategy and Change
Service Area	Portfolio Management
Grade	9
Competency Level	2
Salary	£49,764 - £54,916
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To provide leadership to the Business Analysis service, prioritising the service's effort and focus on the more complex City Council transformation projects and programmes. The role will continue the development of the Business Analysis service including a focus on resource prioritisation and allocation, skills and competencies and capacity.

Directly Responsible For:

Business Analysts and Assistant Business Analysts

Directly Responsible To:

Transformation Portfolio Manager

Main Areas of Responsibility:

Technical:

- Act at the professional lead for Transformation Business Analysis across the City Council's transformation portfolio
- Take the lead for the ongoing development and embedding of existing and new business analysis approaches, such as Lean, six sigma etc. to ensure service outputs meet the needs of the transformation portfolio, its programmes and projects, including the discovery of new change and improvement opportunities
- Take responsibility for the prioritised deployment and coordination of business analysis support across the portfolio lifecycle and act as a key contact for customers and senior managers
- Ensure the business analysis service is effective in identifying opportunities to streamline processes to deliver added value, reduce costs or maximise project benefits
- Support the development of a culture within the business analysis service that challenges existing working practices across the council with a view to fostering both innovative and disciplined ways of working
- Ensure the business analysis service products, such as business process documentation, are produced and communicated to allow customers and stakeholder to visualise and understand suggested improvements
- Ensure mechanisms are in place to capture customer requirements and the links to transformation objectives (i.e., financial sustainability)

before business analysis work is undertaken. Take ownership of any related documents to ensure they remain fully fit for purpose

- Ensure the business analysis service is able to identify opportunities to capitalize on existing or emerging technologies to meet customer needs or improve financial sustainability through cost reduction
- Ensure the business analysis service presents findings to the customer, key stakeholders and senior management in a way that helps foster buy-in, understanding and commitment to action
- Support the embedding of a 'continuous improvement' ways of working at all levels of the organisation that delivers sustainable improvement including improved customer satisfaction, increased revenues and decreased costs
- Lead on continually reviewing internal business analysis practices to ensure they are fit for purpose, in line with industry best practice and delivering exceptional outcomes for customers and stakeholders
- Support or, where required, lead on the production of business cases to ensure proposed programmes deliver best value
- Lead on the delivery and documentation of 'discovery' activity, including workshops, to identify and progress further change and improvement opportunities
- Develop and maintain excellent and productive relationships with key internal/external stakeholders as appropriate for on-going improvement initiatives/activities
- Ensure the objectives of the business analysis service are aligned to the requirements and/or objectives of other support services, including finance and poly & performance
- Ensure effective support and supervision arrangements are in place across the business analysis service

- Develop a pathway for business analysis recruitment, retention and ongoing development, including university graduate entry where appropriate
- Manage personal and team workload and schedules to ensure activities meet customer expectations, business drivers and do not put project or programme delivery timescales at risk
- Identify and assess changes to national, regional and local legislation and policies and understand and explain the impacts of these changes on the business environment / processes as well as contributing to the development of local policy

General

- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload and that of direct reports

Other

- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations

Supervision and Management Responsibility:

- Will be responsible for supervising business analysts and assistant business analysts including coordinating operational tasks, coaching and mentoring, and providing feedback on performance

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or equivalent in a relevant discipline (A)
- Successful completion of one or more Practitioner level Business Analysis training courses (A)

Desirable

- Knowledge and understanding of project management methodologies (e.g., Prince2, Agile)
- Management qualification

Experience

Essential

- Management experience, including experience of prioritising and allocating team resources within a project and programme environment (A,I,P)
- Significant experience of carrying out business analysis activities (A,I,P)
- Experience of working on enterprise-wide transformation programmes (A,I)
- Experience of working with cross-functional teams with competing priorities and business drivers (A,I)
- Evidence of facilitating, hosting and presenting meetings and workshops with key stakeholders including senior management (A,I)

Desirable

- Authoritative knowledge of techniques associated with business process improvement and continuous improvement
- Evidence of the preparation and successful submission of business analysis documentation
- Appropriate evidence of utilising a range of methods to capture and analyse customer requirements
- Experience of working within Local Government

Skills/Abilities

Essential

- Resource allocation and management, including supervision skills (A,I,P)
- Analytical skills (A,I,P)
- Process management, design and implementation (A,I,P)
- Demonstrates attention to detail when completing documentation and presenting findings (A,I)
- Understanding of managing change in an organisation (A,I,P)

Desirable

- Excellent inter-personal skills
- Listening skills
- Presentation skills
- A good understanding of digital transformation with a strong technical and ICT awareness
- Ability to undertake appropriate background research
- Ability to elicit the customer's views and concerns

- Ability to work in a professional and tactful manner when dealing with customers and staff
- An assertive and innovative approach to problem solving
- Ability to prioritise and work to tight deadlines
- Ability to identify issues and challenges by using probing questioning techniques
- Business improvement, quality systems/tools and techniques design and implementation
- Confident and ability to communicate and present complex detail in a format that is understood by all
- To present a professional and competent image of the business to internal/external customers, suppliers and other key stakeholders
- Ability to work independently or with minimal supervision
- Understanding of service level agreements and supplier relationships

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Focused on project delivery and customer satisfaction
- Understand and anticipate customer's needs and aspirations, owning their issues through to resolution
- Ownership of problems
- Desire to learn; improve and progress, personally and within the context of a team