



Role Profile

BTS Lead Officer – Business Analyst

Reference No.	A4691	Type	
Service	Business Technology Solutions		
Job Family	Professional 3	Grade	FC9

Purpose

Working collaboratively with Enterprise and Solutions Architects to develop viable business cases for complex proposals and change initiatives. Responsibility for the methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Taking responsibility for developing business requirements and business cases.	Educated to SCQF level 9 which includes a Degree / BCS Part II or equivalent or has equivalent relevant experience	✓	

E = Essential Criteria D = Desirable Criteria

Role Profile

<p>SFIA Level 6 - Business Analysis</p> <p>Taking full responsibility for business analysis within a significant segment of an organisation where the advice given and decisions made will have a measurable impact on the profitability or effectiveness of the organisation.</p> <p>Establishing the contribution that technology can make to business objectives, defining strategies, validating and justifying business needs, conducting proof of concepts, contributing towards feasibility studies, producing high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, taking into account the implications of change on the organisation and all stakeholders. Guiding senior management towards accepting change brought about through process and organisational change.</p>	<p>Business Analysis Diploma or equivalent experience</p> <p>Ability to investigate, analyse, visualise, articulate and solve complex IT related and business problems and concepts and make disciplined recommendations/decisions based on available information, presenting it in a way that is logical and understandable</p> <p>Ability to consider and understand the cost benefits of all decisions and actions</p> <p>BCS Certificate in Business Analysis Practice</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>SFIA Level 6 - Requirements definition and management</p> <p>Raises awareness and champions the importance and value of requirements management principles and the selection of appropriate requirements management lifecycle models.</p> <p>Contributes to the development of organisational policies, standards, and guidelines for requirements definition and management.</p> <p>Drives adoption of, and adherence to, policies and standards. Develops new methods and organisational capabilities. Plans and leads scoping, requirements definition and priority setting for complex, strategic programmes and projects</p>	<p>Significant experience of investigating, defining, analysing, and prioritising business requirements</p> <p>Significant experience in the development of business cases</p> <p>Significant experience in contributing towards IT Tenders</p> <p>Ability to understand business objectives and manage changes to the organisation</p> <p>Ability to identify appropriate elicitation method and ask insightful, relevant questions to capture the necessary information from stakeholders</p> <p>Ability to prepare and facilitate workshops stimulating people towards positive outcomes</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p>Taking responsibility for developing high level business processes and business models.</p> <p>SFIA Level 6 - Business process improvement</p>	<p>Experience of using process modelling methodology and tools</p> <p>Ability to connect, lead and influence others, remaining constructive when expressing a difference of opinion</p>	<p>✓</p>	<p>✓</p>

Role Profile

<p>Leads and plans business process improvement activities to analyse business processes; identify alternative solutions, assess feasibility, and recommend solutions which exploit new technologies and automation.</p> <p>Contributes to the development of organisational policies, standards, and guidelines for business process improvement which allow the organisation to quickly improve and implement business processes to meet business requirements. Sets direction and leads in the introduction and use of techniques, methodologies and tools, to meet overall business requirements, ensuring consistency across all user groups.</p> <p>Contributes to the development of organisational capabilities for business process improvement and ensures adoption and adherence to policies and standards.</p>	<p>Ability to work proactively moving the organisation towards optimum productivity and efficiency whilst understanding dependencies and impact</p>	<p>✓</p> <p>✓</p>	
<p>SFIA Level 6 - Business risk management</p> <p>Plans and manages the implementation of organisation-wide processes and procedures, tools and techniques for the identification, assessment, and management of risk inherent in the operation of business processes and of potential risks arising from planned change</p>	<p>Experience in undertaking risk analysis</p> <p>Knowledge and understanding of the requirements of business continuity and disaster recovery</p> <p>Risk management Qualification</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Taking responsibility for developing and realising anticipated business benefits within the business case by working collaboratively with business users in the services.</p> <p>SFIA Level 6 - Benefits management</p> <p>Works with operational managers to ensure maximum improvements are made in the business operations as groups of projects deliver their products into operational use. Promotes the change vision to staff at all levels of the business operation, brings order to complex situations, and keeps a focus on business objectives.</p>	<p>Significant experience of documenting business benefits and working collaboratively with business users to ensure business benefits are realised (Focus on customers)</p>	<p>✓</p>	

Role Profile

<p>Building strong relationships with colleagues and partners so that work is integrated with and supports other relevant work in the Council and Wider community. Developing and implementing opportunities to work more effectively with partners</p> <p>SFIA Level 6 - Relationship management</p> <p>Leads the development of comprehensive stakeholder management strategies and plans. Builds long-term, strategic relationships with senior stakeholders (internal and external). Facilitates the engagement of stakeholders and delivery of services and technical change projects, acting as a single point of contact for senior stakeholders, facilitating relationships between them. Negotiates to ensure that stakeholders understand and agree what will meet their needs, and that appropriate agreements are defined. Oversees monitoring of relationships including lessons learned and appropriate feedback. Leads actions to improve relations and open communications with and between stakeholders.</p>	<p>Experience of successful collaborative working with partners in both public and private sector (Work together) ✓</p> <p>Experience of providing a business perspective on information technology matters ✓</p> <p>Ability to build relationships, trust and approachability; allowing positive influence of stakeholders and colleagues. ✓</p>		
<p>Maintaining all documentation including project files</p> <p>SFIA Level 5 - Methods and tools</p> <p>Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards. Evaluates and selects appropriate methods and tools in line with agreed policies and standards. Implements methods and tools at programme, project and team level including selection and tailoring in line with agreed standards. Manages reviews of the benefits and value of methods and tools. Identifies and recommends improvements. Contributes to organisational policies, standards, and guidelines for methods and tools.</p>	<p>Experienced in the use of relevant systems within Microsoft Office 365 (Embrace technology and information) ✓</p> <p>Experience in recommending and implementing appropriate use of IT systems for specific business areas (Embrace technology and information) ✓</p>		
<p>Organising and reporting to project control boards, project assurance teams and quality review meetings.</p>	<p>Knowledge of quality management methods ✓</p>		

Role Profile

<p>SFIA Level 5 - Quality management</p> <p>Advises on the application of appropriate quality management techniques and standards. Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels. Determines areas where existing processes should change from analysing audit findings. Takes responsibility for controlling updating and distributing organisational standards. Facilitates improvements to processes by changing approaches and working practices, typically using recognised models.</p>			
<p>SFIA Level 4 – Managing people</p> <p>Supervises individuals and teams. Allocates routine tasks and/or project work. Provides direction, support and guidance as necessary, in line with individuals' skills and abilities. Monitors progress against agreed quality and performance criteria.</p> <p>Acts to facilitate effective working relationships between team members through;</p> <ul style="list-style-type: none"> • Personal and team development • Coaching • Managing attendance, performance and conduct • Fostering knowledge sharing within and across teams 	<p>Considerable experience of managing multi-functional and specialist teams, including third parties</p> <p>Ability to motivate others to perform to the highest standards</p> <p>Ability to oversee and manage, via a team, the business analysis approach, governance, deliverables and resources.</p> <p>Ability to set outcomes for learning and development of Business Analysts.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>SFIA Level 6 - Project management</p> <p>Takes full responsibility for the definition, documentation and successful completion of complex projects (typically with significant business, political, or high-profile impact, and high-risk dependencies).</p> <p>Adopts and adapts project management methods and tools, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.</p>	<p>Experience of project work which has delivered required outcome, including efficiencies or savings</p> <p>Experienced in the use of Microsoft Project or similar tool</p>	<p>✓</p>	<p>✓</p>

Role Profile

<p>Ensures that effective project control, change control, risk management and testing processes are maintained.</p> <p>Monitors and controls resources, revenue and capital costs against the project budget and manages expectations of all project stakeholders</p>	
<p>SFIA Level 5 - Business modelling</p> <p>Contributes towards models in support of business strategy. Has in-depth knowledge of a broad range of industry-wide modelling techniques. Advises on the choice of techniques and approach and influences customers accordingly. Capable of developing bespoke models for unusual contexts. Responsible for planning and co-ordinating team modelling activities and for ensuring the quality of their work.</p> <p>SFIA Level 5 - Enterprise and business architecture</p> <p>Contributes to the creation and review of a systems capability strategy which meets the strategic requirements of the business.</p> <p>Develops models and plans to drive the execution of the strategy, taking advantage of opportunities to improve business performance.</p> <p>Takes responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices, procedures, organisation and equipment.</p>	<p>Relevant enterprise architecture qualification, e.g. TOGAF 9.1 Foundation</p> <p>Experience of dealing with the business impact of technical and process change</p>

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D

E = Essential Criteria D = Desirable Criteria

Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.