

JOB DESCRIPTION

POST: ICT Business Analyst
SERVICE: ICT
SECTION: ICT Business Relationship

All posts currently covered by National Joint Council {NJC} conditions of service.

The Council is committed to ensuring that its policies and procedures are consistent with Essex Safeguarding Children Board guidance. This will help to minimise the risks to vulnerable groups, including children, and to ensure that the Council safeguards the health and well-being of its Service Users. Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

The postholder reports to the ICT Business Relationship Manager and primarily works with business areas to analyse business processes assessing how technology can improve service delivery. The postholder will translate business requirements into technical specifications and work with ICT colleagues and, or external suppliers to implement solutions.

DUTIES

1. Consult with and advise customers in accordance with agreed plan at all levels of the Council on the potential for ICT to improve service delivery within business areas.
2. Operate proactively with service areas as directed by the Business Relationship Manager to analyse and redesign business requirements and specify appropriate technical solutions in accordance with the Council's ICT strategy.
3. Identify, shape, scope and lead re-design work packages, taking responsibility for co-ordinating their effective delivery including the planning and management of own and others activities.
4. Challenge the current business environment and assess how the most effective, efficient and cost saving processes contribute to delivering an improved quality service.
5. Produce technical specifications to meet business requirements for implementation by ICT technical colleagues or external suppliers.

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6. Compile customer demand intelligence and ensure this intelligence impacts on the redesign of the common customer service processes.
7. Undertake feasibility studies and participate in project groups to provide the forum for liaison with users during development and maintenance life cycles.
8. Undertake research and provide information to support the production of complex business cases as directed by the ICT Business Relationship Manager.
9. Production of business cases to support outcomes of feasibility studies undertaken by the postholder. This will usually be based on straightforward and or, less complex tasks.
10. Ensure that projects adhere to all internal ICT and BBC governance policies and guidance.
11. Undertake post implementation reviews of major changes to determine if the anticipated benefits have or are being realised, assess whether requirements have been met, undertaking any corrective action ensuring lessons learnt are documented..
12. Work in accordance with established project management framework providing support to areas within area of expertise.
13. Lead on small scale projects in accordance with work plan or as directed by ICT Management.
14. Undertake in conjunction with ICT and business colleagues user acceptance testing arising from any new or modified business or system change leading to formalised handover to client.
15. Build a good understanding of new and emerging technology and how this can be used by the Council.
16. Produce, maintain and review documentation within area of expertise or as directed.
17. Use BBC corporate standard business tools required to meet identified business requirements eg configuration of workflow tools to map business processes.
18. Ensure effective training is delivered and documented to ensure handover to business for any major change project. This may be delivered personally or by third party.
19. To be able to present information to Senior Management (up to Director level) as well as the management group as and when required.

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20. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”.
21. Undertake all the duties within the framework of Equal Opportunities.

ADDITIONAL INFORMATION

Reports to: ICT Business Relationship Manager

Responsible for: N/A

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PERSON SPECIFICATION

Position Title:	ICT Business Analyst	Date Prepared:	February 2012
Department:	ITG		

AF= Application Form	I= Interview	T= Test
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	Person Specification	Essential	Desirable	Method of Assessment
	EXPERIENCE			
1.1	Relevant experience of defining and delivery of redesigned processes and new ways of working in the public and / or private sector.	✓		AF/I/T
1.2	Project Management experience	✓		AF/I
1.3	Experience in undertaking feasibility studies and research to provide business cases		✓	AF/I
1.4	Experience in the configuration of business applications		✓	AF/I
1.5	Experience of working in a business analyst role in a Local Authority that provides core services (Housing, Revenues and Benefits, Customer Services)		✓	AF/I
	SPECIAL ABILITIES/COMPETENCES			
2.1	Excellent written and oral communication skills, with the ability to communicate effectively with staff who have various levels of ICT technical understanding.	✓		AF/I/T
2.2	Able to interpret business requirements and apply logical analytical insight into business issues.	✓		AF/I

2.3	Ability to undertake a role in the project management of work packages for a wide range of business issues and an understanding of the purpose and value of a business case and the identification of benefits and costs.	✓		AF/I/T
2.4	A good knowledge of IT systems and how their application can enhance the business environment.	✓		AF/I
2.5	Able to facilitate discussions which challenge the current ways of working with all levels of staff.	✓		AF/I
2.6	Strong sense of responsibility, with the ability to lead reviews and deliver improvements.	✓		AF/I
	EDUCATION AND TRAINING			
3.1	Graduate degree in an ICT related subject or equivalent by experience.	✓		AF/I/T