

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	IT&D Business Analyst
Grade	SS10	Reports to (role title)	IT&D Principal Business Analyst & Senior Business Analyst
		Directorate	Orbis
JE Band	269-313	Service	IT & Digital
		Team	Business Analyst Team
		Date Role Profile was created	Jul-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role is specifically placed to build close relationships with the business to identify options for improving processes and the use of business systems. Their role is to help identify the needs of the business and work with stakeholders to address them, primarily (but not always) through process re-engineering or the better use of IT systems. Requiring a wide range of skills, such as business analysis techniques and project management tasks (including the creation of project documentation and delivery of smaller pieces of project work), the role acts as the bridge between the business community and the ICT teams. This role also assists in Integration and Acceptance Testing, supports the development of training materials and guidance documentation, participates in the implementation, and provides post-implementation support.</p> <p>The role contributes to the delivery of programmes of work and the provision of a high quality ICT service to ensure the achievement of departmental, service and personal performance targets including agreed key performance indicators.</p>
Work Context	<p>The Business Analyst Team sits under the East Sussex Engagement & Digital Innovation service within the Orbis IT & Digital service. While Orbis IT & Digital operates across the Orbis partnership, this teams primary focus is on the business requirements of East Sussex County Council. However, occasions arise where a wider partnership collaboration is required across Orbis or other council partnerships.</p> <p>While the team is East Sussex focused, the team share knowledge and working practices with the other teams and aim to work with a common approach.</p> <p>Staff within this role are required to manage their own workload and priorities. They will have the ability to work within a supportive office team, at home or from council buildings in a flexible way when not meeting stakeholders.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None

Representative Accountabilities

Typical accountabilities in roles at this level in this job family

Analysis, Reporting & Documentation

- Review business support systems, processes and procedures to understand customer needs.
- Elicit and analyse information to provide customer requirements utilising different tools.
- Provide this information in a clear and concise documented format.

Service Delivery

- Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.

Planning & Organising

- Monitor service objectives and standards within own area of work to ensure effective service delivery.
- Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.

Finance/Resource Management

- Assist budget/resource management in accordance with the organisation's policies and procedures.

Work with others

- Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.
- Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.

People Management

- Operate as an individual maintaining and improving operational efficiency and quality of service of own area.
- May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

To have regard to and comply with safeguarding policy and procedure as appropriate.

<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • GCSE pass at grade C or above (or equivalent) in Maths and English Language or equivalent experience. • Business Analysis / Business Process Reengineering qualification/ Project Mgt (Prince2) qualification desirable. • Previous experience in similar role and good theoretical knowledge of relevant technical or professional area. • Experience of working with Microsoft Office Suite, Outlook, Word and Excel. • Full knowledge of policies & procedures and legislative requirements relevant to service area. • Broad knowledge of ICT technologies and experience of using service management software. • Able to communicate concisely, orally and in writing using plain English to convey clear messages, with excellent interpersonal skills. • Team worker an ability to mentor colleagues. • Analytical and problem-solving skills, with attention to detail & accuracy, using your own initiative. • Ability to organise and prioritise own work to meet deadlines. • Ability to identify service improvements. • Experience of working in the IT industry and appreciation of ICT Service Management best practice desirable. • A commitment to personal development and training.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Staff within this role should have previous experience working as a business analyst and knowledge of business analyst techniques such as requirement gathering, SWOT analysis and value stream and process mapping.</p> <p>Staff within this role should also understand technical architecture, terminology, security and enterprise systems. Experience working in a technical environment could support this role.</p> <p>Staff within this role may also have knowledge of future technology trends.</p>
<p>Role Summary</p>	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>