BRIGHTON & HOVE CITY COUNCIL   2637bm

JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Digital Business Analyst
Reports to:	Product Manager
Department:	Finance & Resources
Section:	IT & Digital

Purpose of the Job

A role that applies analytical skills, business process and knowledge of the Council's digital platforms to recommend and design solutions in line with strategy, proving that their implementation is fit for purpose and fulfils requirements prior to implementation.

Working as part of a multi-disciplinary development team using Agile methods and taking a User Centred Design approach, translate Product requirements articulated by a Product Manager to detailed requirements, normally as User Stories and supporting documents.

Responsible for eliciting, analysing, validating and documenting business, organisational and/or operational requirements and processes and validating that the design meets these requirements.

To take responsibility for articulating problems and solutions in ways understood by all stakeholders - business and technical – including working very closely with developers to support the design of cost-effective solutions that improve business outcomes.

The post holder will be responsible for test planning, co-ordination, execution and documentation throughout the testing lifecycle to validate requirements have been fully met.

Principal Accountabilities – Business Analysis

- Develop and maintain knowledge and understanding of the organisation, processes and systems to enable detailed analysis and methodical review of systems and business processes; assess complex situations and problems, conduct gap and impact analysis and deliver recommendations for new processes and solutions in accordance with the Council's strategic objectives.
- Elicit, assess, prioritise and produce user requirements and process improvements including as-is and to-be process maps. Provide functional and non-functional specifications and any other design documentation needed to ensure the successful specification of development requirements.
- Produce logical system designs to enable subsequent production of

physical design by developers. Verify that design meets requirements.

- To produce and/or contribute to a range of other analysis outputs including; business process mapping, wireframes, storyboards, context diagrams, business cases, gap analysis, project feasibility studies, SWOT and PESTLE analysis, benefits realisation plans, test plans, and business readiness plans.
- Support the Digital function in the use and interpretation of standard solution design standards and methodologies, e.g. BPMN, UML, User Centred Design,
- To plan and facilitate workshops and discussions to effectively understand business problems and achieve shared understanding of business needs.
- To identify and establish effective working relationships with a range of stakeholders to ensure appropriate, sustained business and technical input into projects
- To work as part of an Agile development team, contributing to the ongoing development and organisation of the team. Work collaboratively with other members of the team to deliver assigned work, resolve issues and improve processes. Support the team in delivery, including the promotion of Agile behaviours with all stakeholders.
- To work with internal partners to contribute to a shared and consistent approach to business analysis across the organisation
- To promote and provide advice and guidance to business and IT & Digital colleagues on the change management procedure.
- Develop own skills & knowledge and share best practice. Maintain & develop own environmental knowledge (applications/business processes/role/industry) for identification of business change improvements.

General Accountabilities

- To be aware of and act in accordance with the Council's Health & Safety Policy and agreed Codes of Practice.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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PERSON SPECIFICATION

Job Title:	Business Analyst/Tester
Reports to:	Product Manager
Department:	Finance & Resources
Section:	IT & Digital

Essential Criteria

Job Related Education, Qualifications and Knowledge	• University degree or equivalent, preferably in computer science, business administration or a related field • Knowledge of Agile, PRINCE 2, TOGAF and ITIL frameworks • Knowledge and experience in the application of analysis and modelling standards such as BPMN and UML • Up to date knowledge of technical as well as industry sector developments • Relevant Business Analysis qualifications, i.e. BSC Certificate in Business Analysis Practice or ISEB Diploma in Business Analysis are desirable but not essential
Experience	• Strong and relevant previous work experience operating as a Business Analyst in a technical environment. • Substantial experience of gathering business requirements and translating them into cost-effective functional requirements • Experience of conducting 'as is' and 'to be' process mapping • Substantial experience of documenting use cases, business cases, test plans, acceptance criteria and business readiness plans • Substantial and strong stakeholder management experience • Experience of data gathering and data analysis • Experience of delivering change as part of an Agile team • Experience of User Centred Design and GDS standards and principles • Project experience across a range of methodologies and frameworks (e.g. Scrum, Kanban, waterfall etc.)

Skills and Abilities	• Strong facilitator of team discussions to achieve focused outcomes. • Good communicator, sensitive to the needs and perspective of each stakeholder yet comfortable to challenge and negotiate where appropriate • Understands the business issues and data challenges of the organisation and industry • Ensures risks and issues are identified, tracked, reported on and resolved in a timely manner • Excellent stakeholder management, able to act as mediator between business, third party supplier and internal technical teams • Demonstrates capacity to reason, plan, solve problems, think abstractly, comprehend ideas and language and learn new concepts and ideas • Excellent report writing, presentation and workshop facilitating skills • Self starter with the ability to show initiative and work without supervision on multiple concurrent projects • Strong networking skills making you a trusted point of contact for business customers
Equalities	• Able to demonstrate a commitment to the principles of equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.