

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Business Analyst - Level 3
Grade	PS10	Reports to (role title)	Senior/Principal Business Analyst
		Directorate	Business Services
JE Band	371-438	Service	IT & Digital
		Team	Engagement & Digital Innovation
		Date Role Profile was created	Oct-17

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	To work with services to understand business change needs, assess the impact of those changes on IT&D infrastructure and systems, capturing, analysing and documenting requirements. Supporting the communication and delivery of those requirements for complex and strategic IT business solutions across the Authority typically requiring up to 200 man days of project resources. To work with other IT&D members as appropriate and comply with adopted business analysis standards and practices.
Work Context	The Orbis partnership comprises of Surrey County Council, East Sussex County Council and Brighton & Hove City Council. This role sits in the Engagement & Digital Innovation team within the Orbis IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. The post holder is likely to be managing a number of concurrent smaller solutions but could be assigned full-time to a major corporate business solution. Delivery activities may include stakeholder engagement, business analysis, project management, procurement, solutions implementation, systems integration and major upgrades. The role is based in Woodhatch Place, Reigate but may be temporarily be situated in other locations and work within other SCC services; or occasionally work with colleagues in East Sussex County Councils and Brighton & Hove City Council.
Line management responsibility if applicable	Will be expected to line manage one or more of the more junior Business Analysts and to stand in for the team manager during annual leave.
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Service Delivery • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. Planning & Organising • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. Finance/Resource Management • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). 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. People Management • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. And/Or • Operate as an individual responsible for the delivery of a high level and complex service. 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
Details of the specific qualifications and/or experience if required for the role in line with the above description	BCS is the industry standard business analysis methodology used by the team. The post holder will be responsible for supporting the promotion and deployment of these principles across the IT&D service and in work/projects that they are delivering. • Independently undertake the analysis of stakeholder objective and the underlying issues arising from investigations into business requirements and problems. Seek effective business solutions through improvements in the IT components of new or changed processes. Responsible for translation of Service requirements into highly specified project proposals identifying options for potential solutions and assessing them for both technical and business suitability. Identify potential benefits and produce feasibility reports. • Work with staff from a defined client group within a Service and other key stakeholders, to elicit requirements using established techniques to specify and document business functional, data and non-functional requirements. • Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.

Role Summary	Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.
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