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| **Post title:** | Lead Business Analyst |
| **Grade:** | N |
| **Responsible to:** | Head of Business Analysis |
| **Staff managed:** | Manages a team of specialist professionals |
| **Directorate:** | Resources |
| **Service:** | Transformation |
| **Job family:** | **P&T - Professional & Technical** |
| **Date of issue:** | May 2024 |

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| Job context |
| The Business Analysis Team is part of the Transformation function within Central Services.  The team works closely with all directorates, and other experts (internal and external) as required, to understand the current state, define business needs, identify and analyse areas for improvement, and recommend options for change to achieve service improvements, desired outcomes and deliver savings. This includes changes to organisational structures/models, business processes, technology, culture and ways of working for back office and front-line staff.  Changes may have significant budget implications and an impact on hundreds of staff across the council as well as citizens, customers, service users and partner organisations.  The post holder has line management responsibility of Level 1 and 2 Business Analysts and must provide leadership and direction to them, ensuring the competence of all staff is maintained to deliver professional services to all stakeholders.  The post holder will also undertake business analysis, requirements definition, organisational design and business process improvement activities for large, complex initiatives working closely with other staff across the Transformation service and service experts across the council.  The post holder will also work closely with the Business Architect in the Architecture and Solutions team to ensure alignment between business architecture principles and practices and the work of the business analysts. |

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| Operational management: | * To act as a senior officer for the business analysis service and provide leadership and direction to a team of staff * To work with the Head of Business Analysis to ensure that the business analysis service delivered meets organisational requirements   Business analysis:   * Take full responsibility for business analysis within a significant segment of the organisation where the advice given and decisions made will have a measurable impact on the efficiency and effectiveness of the organisation. * Establish the contribution that technology can make to business objectives, defining strategies, validating and justifying business needs, conducting 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. * Guide/influence senior management towards accepting change brought about through process and organisational change.   Benefits management:   * Identify specific measures and mechanisms by which benefits can be measured, and plan to activate these mechanisms at the required time. * Monitor benefits against what was predicted in the business case and ensure that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place. * Support senior management to ensure that all plans, work packages and deliverables are aligned to the expected benefits and support activities required in the realisation of the benefits of each part of the change programme. * Plan and undertake post implementation reviews to assess whether anticipated benefits have been achieved   Organisation design and implementation:   * Anticipate major changes affecting the organisation and mobilise resources to implement changes. * Advise business managers about the implications of planned changes on the business, on processes, on staff and on customers. * Initiate the definition of new services and work with services leads to develop design of future services * Work with corporate performance teams to outline performance measurement objectives for specific programmes or projects * Work with programme and project managers to develop high level implementation approaches.   Requirements definition and management:   * Facilitate scoping and business priority setting for large or complex changes, engaging senior stakeholders as required. * Select the most appropriate means of representing business requirements in the context of a specific change initiative. * Drive the requirements elicitation process where necessary, identifying what stakeholder input is required. * Obtain formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements * Establish a base-line on which delivery of a solution can start. * Take responsibility for the investigation and application of changes to programme scope. * Identify the impact on business requirements of external impacts affecting a programme or project.   Business process improvement:   * Analyse business processes - identify alternative solutions, assess feasibility, and recommend new approaches, typically seeking to exploit technology components. * Evaluate the financial, cultural, technological, organisational and environmental factors which must be addressed in the change programme. * Establish client requirements for the implementation of significant changes in service goals/objectives, business functions and process, organisational roles and responsibilities, and scope or nature of service delivery. |
| Resource management: | * Provide leadership and management for resources assigned to business analysis activity including resources from Transformation, other corporate services and operational services, * Be responsible for the management and development of line managed staff including monitoring workloads, coaching/ mentoring and undertaking appropriate supervisions and appraisals. * To manage budgets as delegated ensuring that expenditure is kept within existing allocations * Resource management to ensure adequate resources are available to deliver projects in the council’s change programme * Develop and enhance NYC change methodologies, standards and approaches * Provide mentoring and support for others involved in business change activity. |
| Partnerships: | * Work with senior managers and staff in operational and corporate services to identify opportunities for changes which will improve services, improve the customer experience or increase efficiency. * Work with senior managers and staff in partner organisations to design new models of service delivery and ways of working. |
| Strategic management: | * To keep up-to-date with the key strategic drivers for the Council as a whole and directorates individually to inform business analysis activity and outcomes, ensuring that these are aligned with organisational objectives |
| Communications: | * To ensure good working relationships and communications with colleagues, customers and senior managers, being open, honest and inviting involvement and participation. * To facilitate structured and unstructured meetings, workshops and other change events for a range of audiences including senior managers, service managers and their teams, internal and external stakeholders and customer/ community representatives. * To present findings from business analysis activity and other associated work to the relevant groups as required. * To prepare and present reports to senior managers relating to business analysis activities as required. * To provide clear leadership to the team of staff to ensure unambiguous direction and performance management |
| Systems and information: | * Use appropriate ICT tools including Microsoft Office, Teams, Sharepoint and other specialist tools. * Identify functional and non-functional requirements for technical solutions to support business change. * Work with business partners and technical teams to identify how technology could be used to support new business processes and ways of working. |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Excellent understanding of business change methodologies e.g. Lean, Six-Sigma, Human-centred design and BPR * Excellent knowledge and understanding of requirements elicitation and UX analysis techniques. * Good understanding of programme and project management methodologies * Excellent understanding of change management theory * Knowledge and understanding of HR policies and procedures relating to organisational change * Excellent knowledge and understanding of Organisational Development * Knowledge and understanding of how operational budgets are constructed * Good functional understanding of key technologies to support transformation, e.g. business intelligence, CRM, mobile computing, digital services) * Significant experience at a senior level in a Business Change function * Effective management/leadership experience in managing staff and performance * Experience of leading business analysis activities following a methodology where potential savings or efficiencies are in excess of £1m pa. * Experience of operating at a senior level to identify cross-service and cross-partner change opportunities. * Experience of working with senior management teams to objectively challenge established ways of working, supported by relevant budget and performance data. * Experience of working with a wide range of customers, service users and/or community representatives * Experience of writing and presenting proposals to senior staff including directors. * Experience of analysing complex and varied data to identify and quantify issues. * Experience of change recommendations being successfully implemented. * Experience of running large-scale change workshops with senior stakeholders including from partner organisation. * Experience of negotiating with senior stakeholders to agree content of proposals. * Experience of preparing business cases for significant change proposals (e.g. savings over £1m pa) including supporting financial and performance data. * Experience in providing customer facing presentations to diverse stakeholders. * Evidence of working with senior management teams and other stakeholders, including customer and community representatives, to devise creative solutions to service based issues. * Significant experience as a business analyst / change analyst / change manager role in a customer/client facing environment. | * Awareness of local authority policies, procedures and relevant legislation |
| Occupational Skills   * Ability to plan, manage and report on work required to undertake complex business analysis work. * Ability to confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. * Demonstrably strong interpersonal skills. * Ability to work at all levels of the organisation including directors and members * Ability to work with senior stakeholders to generate creative and innovative solutions for difficult issues. * Ability to identify possible causes of problems and recommend solutions to minimise future occurrence. * Ability to break information into component parts to identify trends and projections, and to pinpoint key information from large amounts of complex data to influence well-reasoned conclusions. * Ability to use tools from standard methodologies to conduct analysis. * Ability to make and be accountable for effective recommendations and sound professional judgements * Ability to make recommendations which may involve difficult conversations. * Ability to analyse and use financial and performance data to inform complex business cases. * Ability to act calmly during difficult circumstances and recover quickly from setbacks * Ability to present high level, complex information in an appropriate format. |  |
| Behaviours  [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * Educated to degree level or equivalent experience. * Evidence of on-going commitment to CPD * Relevant advanced analysis qualification, e.g. BCS business analysis diploma (or higher), Lean, Six-Sigma Green Belt (or higher), or equivalent experience | * Programme or project management qualification (MSP, PRINCE2 or similar) * Relevant business change methodology accreditation such as Lean, BPR, Six Sigma. |
| Other Requirements   * Ability to travel for work purposes. |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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