CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT:** **Corporate Resources** | **SERVICE GROUP:** **Transformation and Change Programme Management Office (PMO)** |
| **POST TITLE:** **Transformation and Change Business Analyst** | **REPORTS TO:** **Transformation and Change Senior Business Analyst** |
| **GRADE: PO3** | **SAP POSITION NUMBER:**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| 1. To manage the delivery of transformation and change business analysis within the transformation and change programme. Defining the reason why change is necessary, options for improvement, what the current and future states look like, capture requirements through gap analysis, and applying the corporately adopted transformation methodology.
2. To work closely with the Transformation and Change Programme Manager(s), Senior Business Analyst and alongside the Service to deliver business change, using a high level of skills, knowledge and experience to actively contribute to the successful implementation of major change and transformation.
3. Work with corporate support services and other departments and services to facilitate the production of the options appraisal and business case to justify the investment, identify dependencies and ensure benefit realisation across transformation activity, reporting outcomes and ensuring visibility and transparency.
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| **Main Responsibilities of Post:**  |
| 1. Directly responsible to the Transformation and Change Senior Business Analyst, however this is a principal role and as such the post holder will receive limited line management direction and will have extensive autonomy in the range of decision making and powers in delivering of their role and responsibilities.
2. There is no direct line management responsibility, although the post holder is expected to manage and provide leadership to the Project / Programme Team(s) for business analysis to which they are assigned and facilitate the workstream leads in delivery of their workstream.
3. Expected to deal with complex problems on a regular basis, frequently using own initiative to reach solutions, or making recommendations to the Transformation and Change Senior Business Analyst, relevant Programme Manager, Head of Transformation, relevant Boards, Departmental Management Teams and Elected Members.
4. Responsible for the development and implementation of solutions to help ensure successful delivery of outputs/outcomes within time, quality and cost parameters, adopting business analysis methodologies to ensure that all key deliverables are ‘fit for purpose’ and meet stakeholder expectations.
5. Facilitate the design of and undertake business analysis work aimed at analysing and/or solving policy or organisational problems, assisting the achievement of the Council’s priorities, and reaping maximum benefit from opportunities to change, transform or improve services for citizens, communities, other stakeholders or the organisation itself.
6. Ensure that there are robust plans in place for business analysis activity which monitor and help drive progress against agreed plans, and reflect the impact of key interdependencies, and ensure robust change management control processes are in place and provide regular reports on project delivery to the Programme Manager/Senior Business Analyst.
7. Manage and resolve any business analysis risks and other issues that might arise and escalating appropriately to ensure risks are managed and mitigated, and contingencies reported are put in place.
8. Responsible for the planning and execution of effective communications within the business analysis work undertaken. Providing regular reports to relevant Boards, groups and other stakeholders on key issues.
9. Work effectively with members of the team and key stakeholders to contribute to the development and implementation of solutions.
10. To oversee and direct consultation with service users and providers, and professionally represent the Authority at internal and external networking events, conferences and meetings as required.
11. Responsible for the management of quality performance monitoring and status reporting measures for the business analysis work undertaken to aid decision making and ensure successful delivery to time and plan.
12. To research and understand the relationship between the development of solutions in relation to local, regional and national policies.
13. To facilitate the design of and undertake to support other projects and processes aimed at solving complex policy or organisational problems, to achieve the Council Plan priorities, and reaping maximum benefit from opportunities to transform or improve services for citizens, communities, other stakeholders or the organisation itself.
14. To be responsible for the business analysis audit trail, including recording of all decisions for governance purposes and financial accountability, working in accordance with Council Financial Regulations and Standing Orders to manage the use of resources and agreements allocated to major projects.
15. To provide professional advice, guidance and information on all aspects of the above to elected members, officers, partners as required. Routine communications at all levels internally and with a wide range of external organisations.
16. To ensure that the Council’s policies and strategies reflect the Council’s equality objectives to eliminate discrimination, advance equality of opportunity, foster good relations with all our communities and partners, narrow equalities gaps, reflect the needs of our communities.
17. Access to extremely confidential corporate and commercially sensitive information, including individuals, public and private individuals, bid information, service areas, strategic and policy development.
18. Responsible for seeking corporate agreement and funding for business analysis work.
19. Manage the budget for specific pieces of business analysis work.
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| **Structure:** |
| **Special Knowledge Requirement: Essential for shortlisting.** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column** |
|  | **Essential** |
| Demonstrable knowledge and understanding of the duties and responsibilities that underpin the Counci’s Transformation Programme. | X |
| Evidence of ability to carry out business change from project conception to delivery, including business analysis and improvement methodologies to support organisational design and identification of benefits and tracking, including business process mapping and re-engineering, business modelling, Lean rapid process improvement, requirements elicitation, challenge, and user and customer experience analysis techniques (e.g. user stories and customer journey mapping). | X |
| Able to successfully use and apply knowledge and experience of business change techniques, to work with others to solve organisational problems through the design and leadership of stakeholder workshops, use of appropriate data and analysis to support the development of requirements documentation, cost benefit analysis, options appraisal and business case development, ensuring these are tested and can establish clear end points with measurable outcomes. | X |
| Able to work effectively with a wide range of colleagues (and other stakeholders) across the Council and in partner organisations in related strategic support and operational activities; including planning, performance management, research, consultation, finance, HR, Legal etc. | X |
| Demonstrate understanding of key government policies and new legislation impacting on functions within the Council, leadership and organisational parameters of CBMDC and its partners. | X |
| Uses specialist knowledge of health, safety and environmental policies, procedures and regulations, including risk in own area and/or across other areas of work (including legislation) |  |
| Uses a range of specialist ICT systems across own work area and or across other areas of work. |  |
| Oversees or contributes to the management of a budget, keeping costs within agreed levels for a project, own department and contributes to Corporate savings. | X |
| Uses, interprets, analyses and communicates complex information from a variety of sources. | X |
| Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level  of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interviews1. Express themselves fluently and spontaneously, almost effortlessly

Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |

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| **Relevant experience requirement: Essential for shortlisting** |
| Experience of operating at middle management level within a large multifunctional public service organisation, and in a service area relevant to the specific post. |
| Demonstrable experience of driving and delivering change, facilitating work groups and business analysis experience. |
| **Relevant professional qualifications requirement: Essential for shortlisting** |
| L5 – NQF Level 5 – Bachelors Degree or equivalent level or professional qualification in the relevant Sector.A formal transformation or change management qualification e.g. Lean, BPR, Six Sigma, PRINCE 2, MSP or significant business analysis experience. |
| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management** – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |

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| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |
| **Working Conditions:**   |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
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| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
| **Compiled by:****Date:** | **Grade Assessment Date:** | **Post Grade:****PO3** |