

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Corporate Services
SECTION:	Digital, ICT and Transformation - PMO
LOCATION:	Number One Riverside
JOB TITLE:	Business Analyst
POST NUMBER:	
Grade:	8
Accountable to:	Lead Business Analyst
Accountable for:	
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This post is not Politically Restricted in accordance with the current regulations The successful post holder must be able to work flexibly and on occasions work out-of-hours with reasonable notice, as per the needs of the service.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

Ensure that change is managed effectively by working with project teams and stakeholders within the business. The role holder will provide professional advice, support and guidance for team members, colleagues and stakeholders to assist in decision making. Engage with the business to understand their current and future needs and strategic goals, identify areas for improvement and transformational change, providing data and analysis to enable the business to make informed strategic decisions.

Working closely with Senior Business Analysts and Head of PMO, the role provides business analysis services that includes:

- Evaluating requests for change from Council Services, building business cases including costs benefits analysis and strategic fit to present to the Digital Delivery Board and Transformation Delivery Board for consideration and approval
- Communicate opportunities for change to improve service delivery and/or reduce costs both at an operational and strategic level using an evidence-based approach
- Working with Services to understand and document business and user requirements and evaluate 3rd party IT systems and applications
- Working with Project Managers to plan and implement change, including taking steps to ensure all change is sustainable and lowers total cost of ownership, maximises value for money and provides return on investment
- Working with operational and technical teams to provide business and user requirements analysis and contribute to system design of in-house applications and system integrations with an understanding of the overarching system architecture

Control of Resources

Personnel

This is subject to change as the role operates in a matrix management method. Different staff will report into this role and this role will report into different staff depending on the nature of the work and project plans

Financial

- Perform financial assessments in the form of Value for Money, Return on Investment and Total Cost of Ownership studies on technical ICT based systems
- Perform financial assessments in the form of Value for Money and total costs analysis on 'as is' and 'to be' business processes, identifying opportunities for reducing costs which may be cashable
- Work in accordance with the financial regulations and procedures of the authority
- Responsible for budgets allocated to projects and programmes which the post-holder is leading

Equipment/Materials

Responsible for the efficient and effective use of equipment and materials used by self and others being managed from time to time.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

Reporting to the Senior Business Analyst and working alongside the PMO team and stakeholders across the organisation that are relevant to transformation programmes and projects. Colleagues across ICT, Digital & Transformation, Information Governance, officers within the wider authority, Leadership, Councillors, partners, school staff and Trade Union officials.

External

Employees within other Local Authorities, public bodies, community groups, voluntary organisations, members of the public, partners from external agencies, training providers and suppliers of goods and services.

Responsibilities

The post holder must -

- i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

Driving strategic change and continuous improvement

1. Adopt a continuous improvement mindset to identify the correct pathway for work and root causes of problems.

2. Proactively engage with the business at all levels to understand services, identify scope for improvement (cost and service), outcomes, non-value activity, business problems, and recommendations for redesign.
3. Analyse current structures and processes, recommend improvements and opportunities for redesign, highlight risks and issues, and report on expected and actual benefits delivered.

Business case development and change management

4. Evaluate requests for change, build business cases for presentation at the Digital Delivery Board and Transformation Delivery Board.
5. Support ICT Senior Managers and Heads of Service in analysing and assessing requests for change to ensure strategic fit and alignment with corporate objectives.
6. Provide consultancy to services implementing change, establish frameworks for identifying issues, designing solutions, and measuring success.

Business analysis Centre of Excellence

Establish and promote industry-standard methodologies and principles for business analysis, ensuring a consistent and professional approach.

Coach and mentor colleagues across Transformation to share best practice and supplement skillsets.

4. End-to-End Service Assessment and Redesign

Work closely with subject matter experts to assess existing service performance, understand end-to-end costs, identify issues, and redesign processes and roles to improve delivery and reduce operational costs.

Work with Project Managers and delivery teams to ensure business objectives and requirements are understood, support project lifecycle, and ensure benefits are realised and sustained.

5. Requirements Gathering and System Evaluation

Gather, document, and analyse detailed user requirements for IT systems and integrations, assist in system evaluation, and advise the business.

Work closely with in-house application developers during system design to ensure requirements are met.

6. Research and Best Practice

Undertake comparator research to identify best practice in public and private sector organisations, redesign innovative service delivery based on efficiency, effectiveness, and customer expectations.

7. Stakeholder Engagement and Communication

Develop effective working relationships with all levels of management, ICT, partners, and third-party suppliers.

Liaise with other service areas and external agencies at relevant project stages.

Present information throughout projects, influencing, persuading, and negotiating on complex issues.

8. Culture Change and Embedding Business Change

Enable culture change and embed business change by supporting employees to see the potential in new ways of working and overcome resistance

1. Adopting a continuous improvement approach and mind set to identify the correct pathway for work and identify the root cause of the problem.
2. Proactively engage with the Business at all levels to understand the services they offer, identify scope for improvement (cost and service), outcomes, non-value activity business problems and recommendations for redesign.
3. Supporting ICT Senior Managers and Heads of Service in providing analysis and assessment of requests for change to understand strategic fit, alignment with corporate objectives and impact on ICT infrastructure where applicable.
4. Provide consultancy to Services implementing change, establishing with them a culture and framework to identify issues, design and implement solutions and a means of measuring success and continued performance monitoring.
5. Provide a centre of excellence for business analysis, systems approach, establishing industry-standard methodologies and principles to ensure a consistent and professional approach. Coach and mentor colleagues across Transformation to share best practice and supplement skillsets
6. Engage with the Business to evaluate requests for change and build business cases for presentation at the Digital Delivery Board and Transformation Delivery Board.
7. Work closely with the business and subject matter experts across the Council to fully assess existing service performance, understand the full end-to-end cost, identify issues and areas for improvement, re-design processes and roles and responsibilities, as required, to improve service delivery and where possible reduce operational costs.
8. Analyse current structures and processes within services and recommend process improvements and opportunities for service redesign, highlighting risks and issues associated with changes to service delivery and report on expected and actual benefits delivered as a result of these changes.
9. Work closely with Project Managers and delivery teams to ensure that business objectives and requirements are understood and provide support where required during the project lifecycle to ensure benefits are realised; provide mechanisms to help ensure change is sustained in the Service area and performance can be monitored.

10. Identify and work closely with colleagues from within business areas to gather requirements, develop a detailed understanding of the key drivers to the service and how it contributes to the delivery of corporate objectives and values.
11. Gather, document and analyse detailed user requirements for IT systems and system integrations designed and developed in-house or purchased through 3rd party suppliers. Assist in system evaluation, engaging with suppliers and advising the business; work closely with in-house application developers during system design to ensure business and user requirements are met.
12. Undertake and utilise comparator research to identify best practice in both public and private sector organisations, in order to develop and redesign innovative service delivery based on efficiency, effectiveness and exceeding customer expectations.
13. Develop effective working relationships with all levels of management within the Council, ICT, partners, and third party suppliers.
14. Liaise with other service areas and/or external agencies where required at relevant stages in each project.
15. Present information at various stages throughout projects, influencing, persuading and negotiating on complex issues where required.
16. Enable culture change and embedding business change in services by supporting employees to see the potential in new ways of working and to overcome fears and resistance to change.

Secondary Duties

1. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
2. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).
3. We operate in a Matrix Management environment with both people (line) managers and assignment managers (for project work), the postholder must be willing to work in this way when required.
4. Undertake training and development to enhance existing skills, as and when required by your manager.
5. Keep up to date with departmental and Council information, by attending meetings, seminars, reading appropriate communications and discussions with colleagues.

**Rochdale Borough Council
Person Specification**

Service :	Corporate	Post:	Business Analyst
Section :	Digital, ICT and Transformation	Post Number :	
Job Ref:	002148	Grade:	8

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Special Working Conditions		
Are you able to work flexibly and on occasions work out-of-hours with reasonable notice, where required?	E	I
Qualifications, skills and knowledge		
1. Have a BCS Business Analysis qualification (or equivalent) or have demonstrable experience as a Business Analyst.	E	AF, I and production of certificate at interview (if applicable)
2. Demonstrate ongoing personal development that assists you in managing change effectively	E	I
Experience		
3. Experience of line management, supervision or mentoring staff within a project or service environment,	E	AF, I
4. Clear understanding of change management principles, processes, and procedures through experience of working in a project environment of a large complex organisation undergoing change.	E	AF, I

5. Experience in gathering quality requirements through analysing process maps, financial reports, relevant performance indicators and assessing the needs of service delivery staff in adopting new ways of working.	E	AF, I
6. Detailed knowledge and experience of conducting analysis to support business case development, defining potential benefits, options for achieving these benefits and developing new or changed processes while assessing business impact and risk	E	AF, I
7. Detailed understanding of the digital and technological landscape and how to apply digital solutions to modernise council services.	E	AF, I
8. Experience in developing and implementing policies and procedures to support business goals and ensure compliance with relevant legislative frameworks and professional standards within a Local Authority.	E	I
9. Experience of applying either a lean, systems or other customer focussed approach to a service to create improvements and sustainable change	E	AF, I
10. Experience of connecting how “system thinking” influences outcomes and performance and using this to constructively challenge and support change	E	AF, I
11. Produce clear, logical, evidence-based reports and business cases that cut across organisational boundaries and helped inform strategic thinking and direction	E	AF, I
12. Excellent knowledge of communication skills, particularly in effectively transferring key and complex information to all levels of staff, adapting the style of communication as necessary to ensure that this information is understood.	E	I
13. Excellent analytical skills, including the ability to identify key information from large volumes of data and identify business problems and appropriate business change and technical solutions	E	AF, I
Behaviours and Values		
14. Approach the job at all times using the values set out below: • Proud of the difference we make	E	I

• Passionate about the diversities of the Borough • Pioneering and Open in our Approach Please confirm you are willing to adhere to these values and behaviours.		
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Job Description prepared by	<u>Stacey O'Connor</u>	Date	<u>09Dec25</u>
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Agreed by Postholder	<u></u>	Date	<u></u>
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Supervisor	<u></u>	Date	<u></u>
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Service Director	<u></u>	Date	<u></u>
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