**Job Description and Person Specification Profile – TECHNICAL BUSINESS ANALYST**

**Technical Business Analyst**

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| **Team:**  | **ICT** |
| **Service:**  | Digital Tameside |
| **Salary & Grade/Band/Pay Range:****Job ID:****Professional Grade Category:** | Grade GR80 |
| **Responsible to:** |  |
| **Contract Basis:**  | Permanent |
| **Hours Per Week:**  | 36 hours per week |
| **Working Pattern:** | Monday to Friday (flexible / hybrid working) |
| **Location:** | Tameside One / Home-working  |
| **Probationary Period:** | 12 months |
| **Criminal records Check required:** | No  |
| **Politically Restricted Post:**  | No  |

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| **What’s the post, and what are we looking for?** |
| **This role will be supporting the Technical Project Manager on key digital transformation projects to ensure the appropriate technology is procured, designed, tested, and deployed with adoption & change management in mind at all times.** **As Technical Business Analyst you will be responsible for undertaking benchmarking, soft market testing, requirements capture, process mapping, technical notations, development of integration specifications and testing plans. You will also be required to apply your knowledge of how technology and data can help underpin improved service delivery to reshape the Council’s frontline services and workforce.** **Main Duties and Responsibilities include:*** To enable the successful redesign of services in line with the Council’s corporate plan and priorities.
* Through effective business analysis, process redesign, change management you will enable the modernisation of services.
* You will apply your knowledge of how technology and data can help underpin improved service delivery to reshape the Council’s frontline services and workforce.
* Effectively support the process of change in partnership with ICT and Digital service colleagues and those across the business, using engagement and communication tools and techniques.
* Coordinate building new digital solutions and integration with existing systems and/or other digital projects.
* 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.
* Identify and work closely with relevant representatives from within the 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.
* Analyse current structures and processes within services and recommend process improvements and opportunities for service redesign.
* Establish and maintain good working relationships and effective communication with teams and senior managers to support collaborative service redesign.
* Work with directorate service improvement project teams to ensure ‘best practice’ processes are developed in order to ensure quality service provision.
* Identify and engage with key stakeholders to process map current and future business processes to help redesign their service; highlighting risks and issues associated with the changes to the service delivery.
* Facilitate effective meetings with consultation groups, partners and other senior stakeholders.
* 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.
* Support the transition from project implementation to business-as-usual operations by managing the go-live phase.
* Ensure documentation, handovers, support materials and training is delivered and provide support and advice to employees involved in the transition.
* Identify, analyse and support mitigation of risks associated with designated programmes and for the IT and Digital service.
* Prepare reports applicable to the role, including Board reports.
* To carry out duties in accordance with the Council’s Information Security Standards and Human Resource Policies; compliance with the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects electronic service delivery.
* To undertake available training and development opportunities, show a commitment to continuous development and share own knowledge and skills to support the continuous development of colleagues.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.  |

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| **About you** |
| **Your essential qualifications*** A relevant degree or professional/vocational qualification or demonstrate equivalent extensive ICT knowledge and experience.
* Relevant Business Analysis qualification, such as Six Sigma.
* Personal commitment to continuous self-development.

**Your essential skills, knowledge, and experience*** Proven experience within a formal project environment within a large or complex organisation.
* Significant experience of undertaking complex analysis and design within a digital or technology-based context.
* Exposure to a variety of project environments including service redesign and IT systems development.
* Experience of leading on business analysis on a complex digital project.
* Proven experience in using approaches such as DevOps and iterative software development.
* Experience of leading the development and delivery of Digital programmes and commissioning approaches within a collaborative multi-agency environment.
* Detailed understanding of the digital and technological landscape and how to apply digital solutions to modernise services.
* Clear understanding of change management principles, processes, and procedures through experience of working in a project environment of a large complex organisation undergoing change.
* Proven ability to organise, facilitate and deliver requirement gathering and stakeholder engagement workshops.
* Can demonstrate 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.
* Detailed understanding of change and how people respond to change.
* Understanding of local government and the political context.
* Advanced ability to use ICT equipment and a proficiency in the use of MS Office
* Enthusiastic and effective communicator, able to articulate a strong sense of collaboration and commitment across groups to shared objectives.
* Proactively uses appropriate influencing techniques and shows sensitivity to cultural and political needs and issues.
* Self-motivation and drive to complete tasks to required timescales and quality standards.
* Ability to maintain focus and objectivity under complex conditions.
* Customer oriented with the ability to develop excellent working relationships with people at all levels.
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**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

**What can you expect from us?**

* A fair salary and benefits
* Opportunities for good health and wellbeing
* Help you to grow, develop and to do your best
* Enable you to be creative and innovative
* Fully involve you in changes that affect you and your work
* Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside**

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

**TRUST**

Trust is placed in us, and we have trust in those that lead us. We feel empowered to support our residents and communities.

**SUPPORT**

We work in a supportive environment and actively encourage supporting each other to bring about innovation, improvement and sustainability. Good health and wellbeing is important to all of us.

**INTEGRITY**

We conduct ourselves and our services with honesty and fairness, modelling strong ethical and moral principles to ensure outcome driven results for our residents and communities.

**RESPECT**

We relate to others in ways that we want others to understand and relate to us. The behaviour that we model sets what we expect.

**VALUE DIVERSITY**

We are all recognised for our diversity, commitment, skills and achievements and will challenge inequalities.

**ENGAGE**

We experience consistency in our everyday work; by being involved and having good quality and timely communication across the whole organisation. Our leaders are accessible and open to discussion.

**As well as making a difference to your community and working for one of the highest performing organisations in the country, here are some other reasons we think you should consider a career with us:**

You will have an **induction** that will help you to understand what to expect once you start, how the organisation works and how your post contributes towards the Corporate Plan ‘Our People Our Place Our Plan’ aims and aspirations for the area.

The plan is structured by life course – Starting Well, Living Well and Ageing Well, underpinned by the idea of ensuring that Tameside is a Great Place, and has a Vibrant Economy. Tameside has a genuine **commitment to equality of opportunity** for its employees and citizens.

A comprehensive **workforce development programme**, leadership development programme, as well as an aspiring manager programme.

**Up to 30 days leave per year** depending on pay grade/band, in addition to statutory bank holidays. We also operate a **Holiday Purchase scheme.**

The commitment to improving the **work-life balance of employees** with a number of supportive procedures promoting, various types of flexible working. Along with, many family friendly policies in place, including generous schemes covering maternity, paternity, shared parental and adoption leave.

Tameside Council employees can join the **Local Government Pension Scheme (LGPS).** More information about GMPF and LGPS pensions can be found at www.gmpf.org.uk. Teachers can join the **Teachers’ Pension Scheme**.  More information on this scheme can be found by visiting www.teacherspensions.co.uk.

Tameside offers a range of salary sacrifice schemes, plus a number of other **staff benefits** including discounts at local shops, restaurants, health and fitness clubs and much more.