



## Your job

**Job Title: Digital Business Analyst**

**Service: Strategy & Innovation**

**Grade: G8**

**Reporting to: Digital Transformation Manager**

You will work in the Digital Transformation Team and play a pivotal role in driving digital transformation across the council.

Our team leads on the delivery of projects identified in strategic plans, including the Digital Strategy & Transformation initiatives. We support multiple digital projects that use technology to enable the wider reform of public services. Pro-actively identifying and communicating opportunities for change to improve service delivery and/or reduce costs using an evidence-based approach, you will provide business, user and system requirements analysis. You will also contribute to system procurement, the design of in-house applications and system integrations with an understanding of the overarching system architecture.

You will work collaboratively with stakeholders and wider teams to identify opportunities for digital innovation, streamline processes, and ensure the successful delivery of digital projects.

You will be a team player, actively leading and delivering key workstreams of the digital strategic priorities and supporting new asks as they come in from the services across the council. You will need to be an excellent communicator and be able to work collaboratively across multiple service teams and our wider partners. On a day to day basis, you will take responsibility for gathering user & system requirements and defining the processes which need to be delivered, collating this and working with our wider teams to produce recommendations of suitable ways forward with new or existing Digital & IT solutions.

You will also ensure supporting IT documentation is created and maintained which will include business cases, reports, business process and project documentation as part of our transformation programme lifecycles. You will build strong relationships with users, using effective communication to support and deliver digital scoping workshops to users. You will support digital project delivery by deploying and designing user acceptance test plans, contribute to issue management of solution delivery and ensure we capture user stories and delivery benefits for the project deliverables.

The team works in an agile way and you will liaise and work closely with colleagues across the council and with a range of internal and external partners at various sites as necessary. You will be enthusiastic, keen to learn new things, and deliver successful outcomes and you will support your colleagues within Digital Transformation and the wider Digital & IT Services.

### **Mandatory Statement**

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

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## **In this job you will:**

### **In the next 12 months you will:**

- Support the delivery of critical Digital Transformation projects as allocated.
- Develop user requirements for solutions and new IT asks, holding workshops and identifying any process re-engineering requirements – producing recommendations for new ways of working.
- Manage user acceptance testing of ongoing implementations, including full issue management with suppliers, working and designing workarounds and leading the service teams in this process.
- Be responsible for maintaining and updating Digital Project documentation and assisting in production of highlight reports to show delivery progress.

- Build key relationships across the council and our partners and attend key directorate meetings as necessary to provide updates and guidance around our ongoing Digital programmes.
- Support the development of best practice for our own team approaches, contributing where possible.
- Embrace new technological solutions as part of the council's New Era: Progress with Unity driving new value for our communities through service redesign.
- Undertake an Apprenticeship for Business Analysis.

**On an ongoing basis you will:**

- Complement and support the Digital & IT teams in their roles and seek to ensure that all relevant aspects of the project are properly documented and maintained.
- Research, advise, recommend technologies, policies, procedures, and processes concerning IT systems that allow the Council to meet future needs and improve its outcomes and protect its assets.
- Identify where existing methods or software applications can be utilised to deliver the whole or part of a business requirement.
- Support and contribute to production of business cases for/with service users to secure project mandates and funding for the implementation of IT Solutions into services throughout the council including service benefits and costs saving, and critical success factors.
- Investigate, initiate workarounds and resolve business problems relating to digital solutions, advising on ways forward and removing barriers to problems.
- Advise and guide colleagues in the development and maintenance of effective and efficient IT Systems which support our Digital & IT corporate governance.
- Support the commissioning, delivery and initial implementation of newly identified digital & IT solutions provided via the IT Contractor or external software supplier.
- Embed co-production into service design, promoting equality and ensuring a user centred approach is reflected across all programmes of work.
- You will ensure that user need and acceptance criteria are well defined and understood by services and development teams.
- Undertake all elements of project management from discovery to live, monitoring progress, delivery and evaluation.

- Deliver all aspects of analysis that will result in the identification of programmes and major change initiatives in defined functional disciplines.
- 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.
- Undertake available training and development opportunities, show a commitment to continuous development.
- You are required to be in the office at least two days per week. Your work should be flexible to adapt to the changing needs of the business, and you should be ready to come in on short notice if needed.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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## **In this job you will need:**

### **You must be able to demonstrate the following essential requirements:**

- Knowledge and understanding of Digital Transformation & Business Analysis, including service design principles, practices and methods.
- Awareness of agile methodology and have an understanding of version control.
- Knowledge and understanding of Digital & IT.
  - Good knowledge and understanding of business/systems analysis.
  - Good knowledge and understanding of project management methodologies.
- Minimum of 5 GCSE grade C or above, or equivalent, or relevant professional qualification or suitable experience relevant to the requirement of the post.
- A positive, contagious energy and style that demonstrates your passion for what you do.
- You will visualise, articulate and solve complex problems and concepts, and make disciplined decisions based on available information and research evidence.
- Business analysis practice knowledge.
- You will know how to move from analysis to design intent by demonstrating the ability to apply logical thinking, gathering and analysing information and evidencing key performance.
- You can work in a fast-paced, evolving environment and use an iterative method and flexible approach to enable rapid delivery.
- A drive for quality and customer focus to provide the best quality, seamless service delivery.

- Knowledge and understanding of Equality and Diversity policies and issues affecting public services.
- Demonstrate team working by ensuring the team know what each other is working on and how this relates to practical government objectives and user needs.
- High level of written and oral communication skills and ability to make presentations to a wide range of audiences.
- Ability to raise issues, take ownership of problems and actively seek and implement solutions.
- Openly share good and bad practice to enhance day to day processes and the customer journey.
- Experience of effectively working as a team whilst having an ability to use your own initiative.
- A natural ability to build strong and collaborative working relationships and be a trusted adviser on digital transformation matters.
- Good stakeholder management skills and report writing skills

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”