

Job Description

Job Title	Business Change Analyst
Grade	PO6
Reporting To	Organisational Design Partner
JD Ref	CSUP0048P

Purpose

#BeingTheDifference in a hands-on role specialising in organisational design, with responsibility for driving effective business change initiatives to enhance the efficiency, effectiveness, and performance of our people and organisation. Playing a critical role in streamlining and optimising processes, enhancing operational efficiency, improving service delivery and growing a culture of continuous improvement and innovation, so that we align with our strategic objectives and deliver exceptional public services.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Organisational Design:

- Contribute to and influence the development of strategies and priorities and ensure all business analysis activity supports their delivery.
- Keep abreast of corporate solutions and best practice and advise on their potential uses.
- Collaborate with team members and services to translate strategic goals into practical, well-defined changes, ensuring readiness for change.
- Lead and support business change initiatives to required deadlines using Council methodologies, systems and governance.
- Document, analyse, benchmark, advise, design and propose structures, processes, workflows, systems and roles to bring about improvement and optimisation so that they align with strategic objectives and promote operational and strategic excellence.

Change Management:

- Support with the identification of potential risks, challenges, and opportunities associated with change.
- Build strong working relationships with cross-functional teams to ensure alignment, effective joint working and successful implementation of changes.

- Support the discovery, design, development and support the delivery of comprehensive change management plans to promote adoption of changes.

Communication, Engagement and Training:

- Engage with stakeholders, managers and services to ensure complete and accurate requirements are defined and clearly documented. Taking a considerate, informative, and collaborative approach to ensure people feel involved and engaged in the journey of change.
- Collaborate with colleagues to provide coaching, training, resources, and advice that equip employees with the skills and knowledge needed to adapt to changes.

Data Analysis and Decision-Making:

- Interrogate and analyse data to identify areas of improvement to drive forward change.
- Make informed decisions based on data insights, intelligence and organisational needs.

Performance Management:

- Map key performance indicators (KPIs) to measure the impact and success of changes.
- Regularly monitor and report on progress towards established KPIs, contributing towards a plan of action as needed.
- Provide documentation to required deadlines and standards, including updates and escalations.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all initiatives adhere to relevant legislation, policies and practices.

Other

- Work with the Organisational Design Partner to improve the tools, practices and impact of the service.
- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Relevant professional qualification (e.g. [level 4 Improvement Practitioner](#)) or equivalent industry experience.

Knowledge & Skills

- Strong analytical skills, with the ability to gather and interpret data to gain insights quickly to inform decisions and translate complex concepts into practical solutions.
- Proficient in process mapping tools, project management methodologies, and change management frameworks.
- Storytelling - strong skills in building the case for change and helping others shape their change journey.



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- Strong attention to detail, time management, and organisational skills.
- Organised with a natural inclination for planning and being able to turn this into tangible deliverables and action.
- Problem solving and working collaboratively to find solutions to problems.
- Ability to work to deadlines, balance conflicting priorities and manage own workload.
- Flexibility to work in ambiguous environments and situations.
- Ability to work collaboratively in a dynamic and fast-paced environment.
- Effective communication and interpersonal skills, with the ability to engage, influence and challenge others, at all levels.
- Ability to navigate and conflicting views/demands.
- Desirable – An understanding of how people journey through change and the change process.
- Desirable - An understanding of budget, risk and issues management.
- Desirable – A working knowledge of Local Government and the wider Public Sector, and the context in which it operates locally, regionally and nationally.

Experience

- Working on business analysis, change management, or organisational design, initiatives.
- Data analysis and using data-driven insights to support decision-making and change.
- Desirable - Working within a Local Authority/Public Sector environment.
- Desirable - Working in a political and unionised environment.
- Desirable – Working with project management approaches, tools, and phases of a project life cycle.

Additional Information

Ability to travel across the Borough and work from various locations.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Frank O'Sullivan, Head Of Organisational Design & Development

Date Of Approval: 13th October 2023



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