

ROLE DESCRIPTION

Job Title	Senior Business Analyst (Transformation)
Salary Band	SCP 37-40
Reporting to	Strategic Transformation Lead
Directorate	Resources
Service Area and sub area	Delivery and Assurance Unit
Team	Project Delivery
Political Restriction	No

1. Primary Purpose of the Post
The post will be responsible for defining and delivering business transformation requirements, supporting business areas to meet their modernisation objectives. You will work in partnership with business and support functions to manage the functional and non-functional requirements through the gathering, analysis, specification and verification stages, enabling the business areas to deliver Target Operating Models. You will be supported with a mandate to work with our business functions to design and deliver our future Target Operating Models and key transformation projects. You will enable business areas by helping to look at their processes differently, putting the customer at the heart of our service design and delivery and driving cost efficiencies in the process. You'll be collaborating with a high performing cross departmental team at a key time as we deliver transformation programmes.
2. Your responsibilities
• Support the development and design of our strategic Target Operating Model across a range of operational business functions and corporate services. • Work collaboratively to understand and document requirements and build consensus on the right approach, ways of working and solutions which will achieve our transformation ambitions. • Deploy a range of business analysis methodologies and techniques to suit a range of project teams and requirements. • Lead on the systematic cataloguing and mapping of existing processes, identify opportunities/efficiencies and design new ways of working. • Develop detailed requirements specifications which clearly set out our functional/non-functional priorities to achieve service transformation. • Identify business change management requirements and implications to be managed through programme business change activities.



- Support the development of transformation plans which enable the delivery of business requirements, through a structured and controlled approach.

3. General Corporate Responsibilities

Demonstrating the right culture and communicating effectively

- Continuously demonstrating the behaviours of LCR First, Respect and Action Focused.
- Regular dialogue and positive business relationship building with internal and external colleagues.
- Sharing knowledge and information with others.
- Building personal and departmental credibility.
- Participating in work to continuously improve project delivery at the CA.
- The postholder will be expected to deputise for the Strategic Transformation Lead and/or Programme Manager on occasion and provide supervisory support to junior or trainee members of staff and apprentices.
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

4. Recruitment Plan

Competency Based Interview

Presentation or Assessment Centre (subject to volume of applications)

PERSON SPECIFICATION

Job Title: Senior Business Analyst (Transformation)

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Relevant business analysis training or qualification or equivalent practical working experience (Lean Six Sigma, Agile, Scrum, BCS, ITIL ETC.). (E)	E	A, I
Working towards or having achieved a project management qualification (APM, PRINCE2 certifications, MSP, PMBOK)	D	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
Senior and relevant business analysis experience in transformation programmes of significant scale, scope and pace, preferably with experience in either an HR, Finance, Customer Contact, Shared Services and/or Asset Management setting.	E	A, P, I
Evidence of working effectively and collaboratively within a transformation environment and with a range of internal client stakeholders to deliver challenging and demanding projects.	E	A, I
Experience of documenting and delivering Target Operating Models, process mapping and requirements documentation, which identify demonstrable commercial and customer service improvements.	E	A, I
Tangible examples of having worked with large organisations to deliver transformational initiatives which have driven benefits – you've made things better, quicker, and more efficient.	E	A, I
Project Management delivery experience OR leading teams to deliver outcomes via Agile project methodologies.	E	A, I
Experience of developing junior staff and providing effective support to those on development pathways.	E	A, I



Experience of document management or maintaining project management artefacts, such as project risk registers and document management systems	D	A, I
Experience of scoping, planning and facilitation to achieve identified objectives.	D	A, I
Experience of working in/with the public sector in a unionised working environment.	D	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
You'll demonstrate solid understanding of business analysis techniques and how to quickly elicit and present business requirements.	E	A, I
You'll be able to look objectively at the "current state" and know how to bring together a Target Operating Model, supporting business functions to achieve their goals.	E	A, I
Confidence in leading collaboration workshops to understand and documenting existing business processes and to design new ways of working.	E	A, I
Excellent IT skills with proven ability in all Microsoft Office products and familiarity with collaborative working IT solutions is essential (e.g. SharePoint, Microsoft Planner, Jira etc.)	E	A, P
Strong presentation skills, proven ability to synthesise complex business information into succinct, visually appealing formats for a variety of audiences.	E	A, I, P
Ability to analyse and interpret large quantities of data, find patterns and trends and utilise these to support the case for change.	E	A, I, P
Knowledge/experience of local government decision making processes	D	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Exceptional stakeholder management skills with the ability to flex your approach to meet the varying needs and requirements of a range of internal and external suppliers. A collaborator by default, you will build trust and relationships to achieve shared objectives. Comfortable operating at all levels from Executive Leadership Team and down.	E	A, I



Pro-active, a self-starter with the ability to work with minimum supervision, will need to be able to use own initiative and set own deadlines; strong time management skills are essential.	E	A, I
You're comfortable dealing with strategy and detail and linking the two to ensure solutions meet the needs of the business.	E	A, I
Inquisitive and highly analytical, you'll seek workable solutions to business problems.	E	A, I
Demonstrated ability to work under pressure, meet deadlines and show resilience to achieve the task required.	E	A, I, P

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Evidence and commitment to continuous personal and professional development.	E	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment