

 WOKINGHAM BOROUGH COUNCIL	<h1>Job Description</h1>		Job Reference
			712690
Job Title	Business Analyst		
Service	Customer and Change	Team	Business Change
Location	Shute End		
Reports to	Redesign and Change Lead		
Responsible for	Potential for 1 or 2 FTE (Graduates Grade 6)		
Grade 8	Type of position:		Date
<For HR use only>	6 months – Fixed Term Contract		Sept 2024
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<h3><u>Service Purpose</u></h3>			
<p>To apply, share and champion our programme and change management expertise, to enable the organisation to successfully deliver large-scale transformation, change and continuous improvement, resulting in financial efficiencies and better outcomes for our residents.</p>			
<h3><u>Purpose of the role</u></h3>			
<p>To participate in delivery of the council's Change and Improvement programme through identification and analysis of opportunities for service improvement and efficiencies by leading projects included in the programme.</p> <p>To support the Council in implementing the key design principals of prevention and reduction of demand through customer/community enabling, automation, improved access to services and information for customers, earliest possible resolution of customer enquiries and a streamlined & efficient approach with common technology, processes and roles.</p>			
<h3><u>Main Accountabilities</u></h3>			
1	Support services to identify high volume processes, high volume customer interactions, customer thought processes and reactions, which reveal opportunities for improvement, efficiencies and innovation in the customer's experience (both internal and external).		
2	Lead service process re-design workshops, focusing on efficiencies, improvements, digitisation and automation whilst also considering the customer journey, to design easy, equitable and accessible services for customers.		

3	Use data and insight to identify opportunities to make recommendations and deliver efficiencies across the transformation portfolio by creating scoping documents and analysing current service performance (reviews of websites, applications, process volumes and customer contact etc.).
4	Facilitating effective workshops with stakeholders and Subject Matter Experts (SMEs) that apply the organisations design principles and deliver the desired outcomes.
5	Liaising with internal and external stakeholders to ensure the appropriate requirements are gathered and understood so that they can be applied correctly to maximise identified benefits.
6	Responsible for the collection and creation of supporting materials for each business process, such as outgoing customer documentation, web content, process stage procedures and training documentation, ensuring consistency and a customer-centric approach.
7	Responsible for the creation and review of documentation for re-designed processes that support the development of new ways of working and improved process-specific technology functionality; to include workflow diagrams, case studies and user stories where appropriate.
8	Support and work with the Change and Redesign Lead to find and deliver efficiencies savings across the organisation through process redesign and innovation.
9	Promote the values of the Business Change team and Business Analysis function throughout the organisation.
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Supervision Received	This post reports to the Redesign and Change Lead and will receive strategic direction and general guidance.
Supervision Given	This post could include a small amount of line management (1 or 2 FTE) of the Graduates (Grade 6), this will be determined by the Change and Redesign Lead when or if appropriate. Some general guidance and supervision of graduates responsible for Business Analysis will also be required.
Contacts & Working Relationships	This post will interact with stakeholders at all levels in the organisation.
Management of resources or budget	None.
Special Factors	Some Evening work or attending evening meetings may be required on occasion.

Organisation Chart

Business Change & PMO Team



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
	Educated to degree level or be able to demonstrate equivalent knowledge, skills and aptitude	Knowledge of local government and particularly transformational Government and efficiency agenda.
	Business Analysis qualification or able to demonstrate equivalent knowledge, skills and aptitude	
Technical Skills.	Essential	Desirable

	Ability to produce business requirement documentation including workflow diagrams, user cases and user stories	
	Ability to quickly understand new technologies and translate their functionality, such that optimal	

	solutions can be applied to business processes.	
	Computer literate including experience of using IT systems and Microsoft Office software (<i>e.g. Teams, Outlook, PowerPoint, Visio, Excel & Word</i>)	
Knowledge & Experience	Essential	Desirable
	Experience of supporting staff through cultural change as part of an implementation of business change or new ways of working.	An understanding of Agile development methodologies and approaches.
	Experience of leading an implementation work stream within a programme of projects or equivalent experience.	An understanding of change management principles.
	Experience of facilitating workshops of business users and dealing with challenge.	An understanding of AI and automation and how that can be applied successfully.
	Experience of applying technology solutions to improve business processes and find efficiencies.	

	Understanding of business engagement to support the introduction of new technology and processes.	
	Understanding of how to research and review services and apply the data and insight to find efficiencies and make recommendations for implementation.	
	Experience of presenting recommendations to senior stakeholders	
	Experience of designing new process to create financial efficiencies	