ICT Business Analyst

Grade 10

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

ICT Governance, Change and Assurance

The ICT Governance, Change and Assurance function is the functional area of Staffordshire ICT that manages amongst other things the Governance and Assurance of technology related change. This embraces the development of Business Cases that define the mandate for change, the Business Analysis of “as is” and “to be” processes to determine the implications of change and identify “what needs to be done” both at a technology and a Business Process level to fully exploit technological improvements by improving efficiency, driving down costs, improving customer service or whatever else the mandate seeks to achieve.

The Programme and Portfolio Management function is responsible for the delivery of agreed Programmes and Projects and ultimately the successful delivery of ICT related changes to realise Business or ICT related benefits within agreed budgets and timescales.

The unit is also responsible for monitoring and assuring ICT contracts and ICT assets ensuring that contracts are legally compliant, high performing and that contract monitoring allows Business Engagement and Technical managers adequate opportunity to review and potentially change existing ICT provision which can take a number of years when aligned to Business transformation or significant technological change.

The unit also independently assures Operational ICT change, chairing the ICT Change function to avoid potentially adverse implications of ICT related change; it is also responsible for the development and measurement of in-house Service Level performance development and reporting and the maintenance of the ICT Service Catalogue.

Reporting Relationships

Responsible to: ICT Governance, Change and Assurance Manager

This post will work across SCC and the ICT community and will include some Partnership working.

The post holder will be responsible for undertaking an ICT Business Analysis role to fully understand business requirements and business processes and identify technical dependencies, to enable these to be translated into a future state using ICT and Digital technologies to support the delivery and improvements of services.

The post holder will also work with members of other business transformation teams to clarify Business requirements and processes related to the technology elements of the major transformation projects.

Key Accountabilities:

1. Take responsibility for the methodical investigation, analysis and review of Business functions and processes to recommend improved business solutions utilising ICT and Digital technology to automate and improve new or changing Business processes.
2. In conjunction with stakeholders use data and process modelling techniques to determine requirements, system specifications and acceptance criteria for the design and development of technical solutions and process changes to optimise business processes.
3. Support the development of Business Cases on behalf of and in conjunction with the relevant Business sponsors and ICT Account Managers to justify the ICT changes identified, ensuring the full, whole life costs and resources are detailed and that business benefits are clearly documented.
4. Where appropriate scope and manage feasibility studies to support the process of implementing technical solutions.
5. Create test plans to ensure the system changes meet the agreed specification and quality standards. Work with users to test and obtain their feedback on new solutions and assist with the resolution of any identified issues.
6. Provide clarity both to the Business and within SICT of the potential implications of any proposed ICT Business change on all impacted ICT systems and applications.
7. Use project management methodology and techniques in developing and managing work.
8. Support the transition of new technical solutions to operational teams by ensuring documentation is accurate and awareness sessions are completed.
9. Achieve and maintain effective awareness and use of new technologies, to enable the identification of appropriate technology to support the re-engineered services and business processes, to release efficiencies, improve performance and provide value for money.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Educated to degree level or equivalent or equivalent experience. * Business Analysis qualification e.g. BCS Business Analyst accredited | A/I  A |
| **employer_small** | **Knowledge and Experience**   * Substantial and proven Business Analysis experience in an ICT environment and knowledge relevant to the role * Substantial knowledge of ICT systems and applications and mapping interfaces for review in an ICT environment. * Proven ability to interpret business needs, solve problems and develop solutions, business cases and options appraisals, following a structured analysis approach * Significant and proven knowledge of business re-engineering methodologies, principles and processes * Demonstrable knowledge of business benefits realisation through the implementation of technology, incorporating benefits identification, tracking and realisation * Ability to deal with a range of issues and conflicting demands, and develop, plan and manage multiple workloads with a methodical approach * Ability to support the implementation of the Council’s strategic goals * Ability to facilitate and lead workshops and similar gatherings | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
|  | **Skills**   * Adept at building effective working relationships * Effective written, oral and presentational communications skills for any audience * Proven ability to successfully motivate self & others to deliver agreed objectives. * High standard of work and interest in delivering high quality outcomes * Dynamic, flexible and willing to multi-task, with the ability to deal with a range of issues and conflicting demands and work to tight deadlines, under pressure to meet targets. * Highly developed interpersonal skills, including proven negotiation, influencing and diplomacy, with an assertive approach, ability to convince and able to deal with difficult situations calmly. * Committed to customer focused delivery. * Professional approach, highly motivated self starter, with a drive to succeed, demonstrating a positive ‘Can do’ attitude. * Availability and willingness to work flexible / additional hours when required to meet demands.     This post is designated as a casual car user. | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/1 |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300