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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Business Change Analyst Level 1 |
| **Grade:** | J |
| **Responsible to:** | Senior Business Change Analyst |
| **Staff managed:** | None |
| **Date of issue:** | December 2018 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| The Business Change Team is part of the change function within Technology and Change. The team works closely with all directorates and other experts as required to identify options for change to achieve service improvements and deliver savings. This includes changes to organisational structures, business processes, digital, technology, culture and ways of working for both back office and frontline staff. Changes may have significant budget implications, and an impact on hundreds of staff across the council as well as customers/service users and partner organisations. The post holder undertakes business analysis and requirements definition activities working closely with other staff across the Technology and Change service and service experts across the council.The post is based at County Hall, Northallerton.  |

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| Structure |
| AD Technology and ChangeOperational managers and staff and other internal and external stakeholdersHead of Business ChangeOther T&C staff including Programme and Project Managers, Business Partners and Solutions AnalystsSenior Business Change AnalystProjects and Change OfficersBusiness Change AnalystBusiness Change Analysts Level 2 |
| Job Description |

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| Job purpose | **The core focus of this role is to work across all NYCC services to undertake business analysis and requirements definition activities to identify opportunities to improve services or deliver efficiencies.**  |
| Operational management | **Business analysis (SFIA Level 4)*** Investigate operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes.
* Assist in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identify options for consideration.
* Work iteratively with stakeholders, to identify potential benefits and available options for consideration, and to define acceptance tests.
* Prepare process maps and associated documentation for BPR reviews.
* Provide support during larger workshops and rapid process improvement workshops.
* Facilitate smaller workshops and structured meetings

**Business Process Testing (SFIA Level 4)*** Specify and develop test scenarios to test that new/updated processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
* Record, analyse and report any unexpected test results, or unsatisfactory outcomes.
* Use test plans and outcomes to specify user work instructions.

**Requirements definition and management (SFIA Level 3)*** Define scope and business priorities for small-scale changes and assist in larger scale scoping exercises.
* Elicit and identify requirements from operational management and other stakeholders.
* Select appropriate techniques for the elicitation of detailed requirements taking into account the nature of the required changes, established practice and the characteristics and culture of those providing the requirements.
* Specify and document business requirements as directed, ensuring traceability back to original source of requirements
* Analyse requirements for adherence to business objectives and for consistency, challenging positively as appropriate.
* Work with stakeholders to prioritise requirements.

**Requirements Testing (SFIA Level 3)*** Review user requirements and specifications, and define test conditions.
* Design user test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes.
* Analyse and report user test activities and results.
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| Communications | * Build strong working relationships with principal stakeholders such as service area managers demonstrating awareness and sensitivity to the needs of key stakeholders.
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| Partnership / corporate working | * Where required, work with partners in other organisations to deliver projects.
* Work with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required.
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| Systems and information  | * Use appropriate ICT tools including Microsoft Office, Visio, Sharepoint and other specialist tools such as Project Vision
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Some knowledge and understanding of at least one business analysis methodology, e.g. Process mapping, Lean, BPR, human centred design
* Some knowledge and understanding of requirements elicitation techniques, e.g. user stories, customer journey mapping
 | * Knowledge and understanding of Organisational Development
* Knowledge of project management methodologies
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| Experience* Some experience of working with a range of stakeholders, including end users, to define requirements
* Some experience of using a business analysis methodology to identify operational problems and opportunities
* Some experience of using requirements analysis techniques such as customer journey mapping or user stories
* Some experience of facilitating workshops or structured meetings
* Some experience of producing reports and presenting findings to key stakeholders
 | * Experience of delivering change projects using a structured change methodology.
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| Occupational Skills* Ability to demonstrate sensitivity to different needs of key stakeholders including customers.
* Flexible approach with the ability to respond effectively to changing circumstances, without losing focus or direction
* Ability to manage own workload and prioritise effectively.
* Ability to manage the delivery of allocated work using appropriate project planning techniques and organisational skills
* Ability to persuade, influence and/or negotiate with people.
* Strong interpersonal skills and good understanding of the appropriate standards and methodologies to apply.
* Ability to analyse information from a range of sources, probing for further information or a greater understanding when necessary.
* Ability to use standard tools and contribute to the development of standard tools.
* Ability to communicate effectively in writing to produce documents and presentations in a range of formats and styles to suit a range of audiences
* Good level of ICT skills across a range of office packages
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Able to demonstrate literacy and numeracy skills to level 3
* Relevant qualification, e.g. BCS business analysis foundation or equivalent experience
 | * Higher level relevant qualification, e.g. BCS business analysis diploma or equivalent experience
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| Other Requirements* Ability to travel around the county for work purposes
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.