|  |
| --- |
| **Police Staff** **Business Analyst**  **Role Definition: 20772** |

**ROLE DEFINITION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Dept / Area Command: | Information & Communication Technologies Department | http://domcms/icons/ecblank.gif | Section: | Business Engagement |
| Post Title: | Business Analyst | http://domcms/icons/ecblank.gif | Post Reference: | 20772 |
| Post Grade: | Grade I | http://domcms/icons/ecblank.gif | Location: | As required within the Force area including home working |
| Car User Status: | Casual | http://domcms/icons/ecblank.gif | Telephone Allowance: | Mobile Provided |
| Shift Allowance: | n/a | http://domcms/icons/ecblank.gif | Standby Allowance: | n/a |
| Weekend Enhancement: | n/a | http://domcms/icons/ecblank.gif | Contractual Overtime: | N/A |
| Line Manager: | Business Engagement Manager | | | |
| Staff Responsibilities: | n/a | | | |
| Purpose: | To be the centre of expertise for analysing, capturing, shaping and documenting business requirements and future functional capabilities to agreed timescales and quality and for developing substantive business cases to support project initiation and project prioritisation.  To work as part of the engagement team to provide support to the Technology Partners in delivering sustainable force improvement. | | | |
| Vetting: | RV – access to official sensitive and occasional secret information | | | |

**Key Responsibilities:-**

* Lead the business analysis phase of technology projects
* Gather and document business requirements and initial business benefits in a standard Project Initiation Document (PID), using standardised tools and techniques to aid in nurturing and developing business efficiencies, innovation and new ideas.
* Use process analysis and mapping techniques to identify any process and logic gaps
* Define, challenge, and shape the business requirements gaining clarity of deliverables, timescales and perceived business value and urgency.
* Communicate requirements back to the business user in non-technical language achieving understanding and sign off.
* Build comprehensive business cases to support the change and ensure appropriate governance procedures are followed and recorded and costs, time estimates and high level designs are in place
* Work with the business user and business process owners to socialise ideas across key stakeholders. Initiate the completion of a templated business case to support the initiative.
* Provide documentation and input into the Project governance process to achieve project acceptance and appropriate prioritisation and sequencing
* On Project delivery - Act on behalf of the business to ensure that the delivery of the required solution or function meets the defined functional and non-functional requirements and if applicable, User acceptance criteria.
* Support the Technology Partners and users, as necessary, in their performance of User Acceptance Testing
* Perform and document Post Implementation Reviews and Agile Retrospective Reviews to identify potential improvements in the project process, change management and customer engagement
* Keep abreast of current and evolving Digital Policing technologies in use nationally
* Identify and document future potential ICT demands and opportunities and actively work alongside the Technology Partners to suggests viable options to create business value
* Liaise with internal / external user groups, manufacturers and suppliers, attending meetings as required to progress work of the section.
* Build effective business relationships and engage with internal and external leaders, stakeholders, subject experts and the Police workforce to understand structure, policies, operational processes and future capability requirements
* Participate as required in workforce planning, force improvement and external meetings to ensure that new requirements are accurately captured, recorded, understood, and signed off by the business.
* Drive operational efficiency through identifying waste, process inefficiency and developing identified areas for improvement.

The post-holder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.

**Personal Characteristics**

* Strong customer focus and awareness, committed to quality
* Able to work efficiently, accuracy whilst achieving agreed deadlines
* Excellent written and verbal communication at all levels: must be clear and persuasive
* Ability to break down complexity and make things simple
* Self-Starter with an ability to work on own initiative
* Determination to reach an end goal and work through challenges
* Dynamic and achievement orientated
* Flexibility of approach
* Team player – collaborative
* Open & approachable
* Professional & proactive

**Essential Skills, Experience and Qualifications**

* Educated to degree level (or equivalent relevant experience)
* Influencing skills and experience
* Proven Business Analysis experience
* Knowledge of Business Process engineering (BPEL)
* Strong communication skills
* Excellent organisational skills
* Proven experience of customer journey mapping and user experience research
* User Stories development and User Acceptance testing experience
* Stakeholder management experience
* Ability to bridge the gap between technical and business language to create a common understanding and agreement
* Business Requirements and Business Case Development
* Financial Planning and Cost Benefit Analysis
* Commercial/Procurement experience
* Business Case Development
* Knowledge of Change Management
* Business Model Design
* Workforce Planning & Design
* Problem Solving experience
* User Testing experience

Desirable:

* Understanding of Policing and Police procedures
* Experience and understanding of Business Systems Analysis and Testing Best Practice
* Knowledge of Atlassian’s Jira ITSM solution
* Knowledge of six sigma, Lean, system thinking, design thinking
* Experience of working in a public sector or police force environment
* Knowledge of ITIL4 lifecycle
* Technology and ICT background with experience of designing and specifying technology solutions
* Knowledge of Prince 2