**ROLE PROFILE**

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| **Role Title:** | Business Systems Analyst | **Leadership level:** |  |
| **JRN:** | 20807 | **Job family:** |  |
| **Band:** | 10 | **Location:** | Agile |
| **Allowances:** | As per contract | **Politically restricted:** | No |
| **Department:** | Digital Policing | **Vetting level:** | RV  |
| **Reporting to:** | Principal Analyst | **Date Published:** | September 2022 |
| **Posts responsible for:** | None |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| To elicit requirements and perform system analysis and design, identifying potential efficiencies at system design level, supporting the successful implementation of technical change that meets user, business and architecture requirements. Undertaking post implementation review to ensure end users receive a quality service. |
| **Key responsibilities of the role:** |
| **1** | Perform Stakeholder analysis to ensure that the organisation is fairly and accurately represented when designing systems.  |
| **2** | Lead the business analysis phase of technology projects, gathering, scoping and documenting user requirements relating to technical change delivery including, where applicable, process analysis/mapping to identify any gaps in processes & system provision. Problem solving business and user needs around technical constraints as well as identifying any potential efficiency gains and also support the business in identifying affiliated business change.  |
| **3** | Contributing to the project analysis task planning and estimations to ensure accurate timescales and effort are documented and delivered. |
| **4** | Contribute to the design of enhancements to existing computer systems and the development of new applications in order to effect improvement and lead on ensuring user experience is at the forefront of any design. |
| **5** | Perform system analysis, data mapping, gathering functional user stories with testable acceptance criteria alongside non-functional requirements, whilst contributing to technical options analysis and recommendations.  |
| **6** | Liaise with suppliers of externally sourced systems contributing to configuration and development design, carrying out any required monitoring and testing to ensure compliance with user requirements and specifications. |
| **7** | Work with the Test Manager to establish testing requirements and produce test scripts when required. Performing system and/or regression testing of system development to ensure that the system meets the acceptance criteria prior to its exposure to Users for User Acceptance Testing and implementation.  |
| **8** | Support the Users, where necessary, in their performance of User Acceptance Testing and contribute to business readiness, providing system training to users as required. |
| **9** | Liaise with internal / external user groups, manufacturers and suppliers; facilitate meetings as required to progress work of the section.  |
| **10** | Perform and document Post Implementation Reviews and Agile Retrospective Reviews to identify potential improvements in project process and change management.  |
| **11** | Identify and escalate risks, mitigations and dependencies with regards to business & system design and development.  |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal:** Internal End Users, Development Teams, Business Analyst, Technology Partners, Solution Architects, Project / Programme Managers, Test Manager, Force Transformation Team, Force SMT (Superintendent/Inspectors), Information security Officer, Digital Policing Service Desk, Application Services.**External:** External End Users, Third party suppliers, other Forces, National Programme Leads, Contract Resource |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
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| **Part D – Continuous Professional Development (CPD) role 6 months**  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Educated to degree level (or equivalent relevant experience) Software delivery lifecycle experienceTechnology and ICT background Systems Analysis experience, including UX design and specificationRequirements Elicitation and Specification experience, including User StoriesTesting experience SIT, regression & UAT testing Data Analysis experience | Knowledge of Atlassian’s Jira ITSM solutionKnowledge of ITIL4 lifecycle  | Application/interview/CPD |
| Planning and organising | Ability to prioritise and plan to ensure that Analysis work is delivered in a timely manner.Strong estimating experience with an expectation that you will play a significant role in the planning of the work that you will be delivering. |  | Application/interview/CPD |
| Problem solving and initiative | Ability to reconcile business and user needs with technical constraints to create pragmatic and appropriate solutions – in line with the Technical ArchitectureLeading on Business and Systems Analysis, taking the initiative to determine the appropriate discovery methods, tools and techniques and documentation artefactsEffective, pragmatic negotiating skills to resolve conflicting requirements and constraints |  | Application/interview/CPD |
| Management and teamwork | Customer Service and Stakeholder management experience.Supporting the product design with the development team and help them prioritise raised defects |  | Application/interview/CPD |
| Communicating and influencing | Strong communication, use of a variety of communications methods, writing, consulting and client facing skillsAbility to bridge the gap between technical and business language |  | Application/interview/CPD |
| Other skills and behaviours | Ability to work in a flexible, agile manner in a combination of virtual and on-premises environments. | Experience of working in a public sector or police force environment | Application/interview/CPD |