



Coventry City Council

Job Description

Post:	Business Analyst – Transformation	Job Number:	P1305D
Service:	Transformation	Post Number:	
Location:		Grade:	7

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

1. Work as part of a team to ensure that the Transformation function delivers the organisational **vision** for service delivery.
2. Drive **change** and continual improvement to ensure the achievement of **performance** objectives.
3. Support with providing the vision and direction for the Transformation function to promote a culture where the **customer** is at the heart of everything it does.
4. Take **responsibility** for assessing and documenting business and ICT requirements along with supporting functional testing of new and changing systems and processes.

Main Duties and Responsibilities:

1. Identify new and alternative approaches to performing business activities.
2. The methodical investigation, analysis, review and documentation of all or part of the Council's business in terms of business functions and processes, the information used and the data on which the information is based.
3. Identification of opportunities for improvement or automation of processes, capture of business requirements, assessment of costs and potential benefits of new approaches considered and, where appropriate, management of change, and assistance with implementation.
4. Use captured business requirements to create viable functional specifications and acceptance criteria in preparation for the construction or change of ICT systems.
5. Work alongside colleagues where required, manage the development, documentation and running of all types of functional testing of new and changing systems and processes.
6. To work with various stakeholders to ensure that they gain maximum benefit from the ICT products and services supplied and available while adhering to the corporate ICT strategy and the principles of standardising and simplifying processes and technologies.
7. Work with business users, third parties and ICT colleagues throughout the systems implementation lifecycle.
8. Work collaboratively with users and ICT colleagues to produce prototypes and data or pictorial models to assist with the communication and understanding of the current situation or proposed solutions.
9. Adhere to standards and methods for Business Analysis activities to support consistency and quality.

Deputise for fellow Team Members.

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Programme Manager

Date Reviewed: January 2022

Updated:



Coventry City Council

Person Specification

Post:	Business Analyst – ICT	Job Number:	P1305D
Service:	ICT, Transformation and Customer Services	Post Number:	
Location:		Grade:	7

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Good working knowledge of change management• Thorough understanding of relevant ICT standards, current and emerging ICT technologies, best practice toolsets and methodologies. whole ICT development life cycle, feasibility studies, business cases, and long term investment planning project management, service redesign, and business analysis• A good understanding of local government, the services it provides, the decision making processes and relationships with national government• Knowledge of equal opportunities and diversity
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Skills and Abilities:	<ul style="list-style-type: none">• Ability to build and maintain effective working relationships and work as part of a team• Excellent negotiating, mentoring and coaching skills & influencing skills• Self-manage, to enable workload organisation, prioritisation and implementation, with minimum supervision• Able to manage stakeholders and tasks• Able to proactively manage risks• Excellent communication skills, including presenting information in a clear and concise manner• Good and effective business analysis skills• Ability to write and review effective documents• Ability to deliver good quality service under pressure• Demonstrate a good level of business acumen (e.g. value for money, risk, reputation)• To support in the field of transformation and change
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Experience:	<ul style="list-style-type: none">• Experience of developing good quality business requirements• Evidence of delivering good quality, major ICT solutions to a diverse workforce• Experience of working in a customer-focused ICT organisation• Experience of delivering good service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)• Evidence of realising benefits
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Educational:	<ul style="list-style-type: none">• Further educational qualification(s) in a relevant subject or substantial relevant experience and evidence of continual personal development
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Special Requirements:	
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Date Reviewed: January 2022

Updated: