

## Job Description and Person Specification

### Digital Business Analyst

Job Details	
Grade	GRD7
Service	Digital Delivery Team
Location	City Wide
Job Evaluation Code	P1305D

#### About Coventry City Council

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:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

Reviewing and analysing Council services, processes and systems, identifying opportunities for improvement and supporting the delivery of efficient customer-focussed solutions.

Working closely with stakeholders and technical teams across departments, understanding and gathering requirements, translating business needs into actionable plans and ensuring that projects align with the Council's strategic objectives and regulatory obligations.

#### Main Duties & Key Accountabilities

Identifying new and alternative approaches to performing business activities.

Assisting all Council services to gain maximum benefit from technology products and services supplied and available, whilst adhering to corporate strategies and plans and principles of standardising and simplifying processes and technologies.
Carrying out the methodical investigation, analysis, review and documentation of all or part of the Council's business functions and processes, the information used and the data on which information is based.
Identifying opportunities for improvement or automation of business 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.
Working collaboratively with business users, third parties and Digital Services teams throughout the systems implementation lifecycle.
Creating viable functional specifications and acceptance criteria in preparation for the construction or change of ICT and digital systems.
Developing, documenting and participating in all types of functional testing of new and changing ICT and digital systems.
Working with suppliers and Digital Services to produce prototypes and models to represent business situations to aid the communication and understanding of existing, conceptual or proposed solutions.
Adhering to standards and methods for Business Analysis activities to support consistency and quality

Key Relationships	
External:	System suppliers. Council partner organisations.
Internal:	Stakeholders across the organisation

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> <li>● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</li> <li>● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.</li> <li>● any other duties and responsibilities within the range of the salary grade.</li> </ul>

## Responsible for

This postholder is not responsible for any direct reports.

## Person Specification

### Requirements

#### Knowledge

Have a comprehensive understanding of current and emerging technologies and relevant ICT and digital standards, best practice toolsets and methodologies.

Be familiar with local government operations, decision-making processes, and the relationship with partner organisations and national government.

Have a good understanding of the whole ICT development lifecycle and feasibility studies, business cases and investment planning in particular

Possess thorough knowledge of project management, service redesign and the principles of customer care, user centred design and customer focussed service delivery.

#### Skills And Ability

Applying the full range of business analysis skills on large projects across a multidisciplinary organisation

Communicating and managing stakeholders at all levels and building and maintaining critical working relationships across a large organisation.

Using a high level of business acumen, common sense and a proactive approach to risk management

Writing and reviewing a wide range of documents that are used for making key decisions.

Delivering a high quality service under pressure

#### Experience

Be experienced in self-management, workload prioritisation, and execution with minimal supervision

Have experience in service design and prototyping around user need and delivering major ICT and digital solutions.

	Be experienced in delivering excellent service to a wide range of stakeholders in a large, diverse organisation.
Qualification	British Computer Society International Diploma in Business Analysis or equivalent Business Analyst practitioner qualification.