Job Description and Person Specification

Role: Senior Digital Business Analyst

Job Description

Job Title	Senior Digital Business Analyst
Grade	8
Service	Digital Services
Reports to	Digital Delivery Manager
Location	Hybrid/Friargate
Job Evaluation Code	A6046

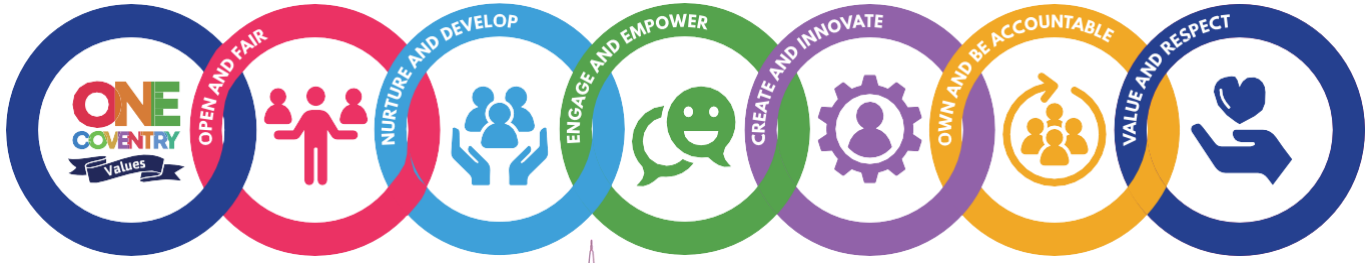
About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

The Digital Delivery Team is responsible for leading One Coventry digital transformation programmes, in particular Coventry Connects and the Digital Workplace programmes, with a strong focus on delivering against the Council's Medium Term Financial Strategy.

The Digital Delivery Team comprises the Business Analysis, Project Management, Testing and Implementation resources to support this work.

The Business Analysts will work across the full range of Council services to ensure they gain maximum benefit from the digital technology products and services supplied and available, whilst adhering to the Corporate Digital Strategy, the People Plan and the principles of standardising and simplifying processes and technologies.

Main Duties & Key Accountabilities

- Support the Digital Delivery Manager and Strategic Lead – Digital Delivery in overseeing the identification of new and alternative approaches to performing business activities.
- Recommend and implement standards, approaches and methods for digital business analysis and service redesign activities to ensure consistency and quality.
- Plan and estimate timelines for business analysis activities within projects, capital and revenue costs involved and resourcing needs.
- Contribute to the creation of bids to secure project and ongoing funding from internal and external sources.
- Carry out the methodical investigation, 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 information is based.
- Identify opportunities for the improvement or automation of business processes, capture of business requirements, assessment of costs and potential benefits of new approaches considered and support to implementation.
- Working with suppliers and Digital Services colleagues, produce protypes and models to represent business situations to aid the communication and understanding of existing, conceptual or proposed solutions.
- Prepare documentation to aid decision making such as business cases, feasibility studies, cost benefit analyses and options papers, specifying required changes to business processes, people skills, digital technology and roles.

- Create viable functional specifications and acceptance criteria for the construction, change or procurement of ICT systems.
- Attend project boards, steering groups, procurement governance boards and political management meetings to obtain approvals and provide updates.
- Work collaboratively with business users, third parties and Digital Services colleagues throughout the systems implementation lifecycle, including testing with users to ensure effective execution of the acceptance tests.
- Support the Project Managers in the capture and reporting of benefits realised from system and process changes.
- Manage a small team of Digital Business Analysts, setting priorities and monitoring and applying standards of performance.
- Assist the Digital Delivery Manager with the development of staff in the team, aligning working practices and behaviours to model the organisational values.
- Keep up to date with current research, ensuring the Digital Delivery team is fully briefed on new technologies and communication tools
- Ensure a high standard of customer care and confidentiality at all times, ensuring compliance with the UK Data Protection Act and other relevant standards and protocols.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
ICT and digital system and service providers	Directors and Senior Managers across the Council, Digital Services team colleagues, Finance colleagues, HR service colleagues, service managers and colleagues across the Council.

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &

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.

Smoke Free
The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training
The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

4 x Grade 7 Digital Business Analysts

Person specification

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Knowledge	
Extensive understanding of relevant ICT and digital standards	
Extensive knowledge of current and emerging technologies and how they can support digital enabled business change within a large, complex organisation	
Extensive knowledge of the Local Authority arena and its range of functions, processes and systems.	
Extensive knowledge of best practice techniques, toolsets and methodologies.	
Good awareness of procurement rules in Local Government	
Thorough understanding of the whole ICT development lifecycle	
Extensive knowledge of feasibility studies, business cases and long term investment planning.	
Thorough knowledge of project management and business change	
Thorough knowledge of the principles of customer care, user centred design and customer focussed service delivery.	
Skills and Abilities	
Excellent business analysis skills	
Excellent communication skills, both written and verbal	
Outstanding stakeholder management skills, eg, interpersonal, influencing, negotiation, facilitation.	
Ability to lead, develop and manage team members	
Pro-active approach to risk management.	
Innovative approach to problem solving	
Write and review effective documents	
Produce and interpret complex analytical information and present it to others in a way which is easy to understand.	
Demonstrate a high level of business acumen	
Acquire understanding and insights regarding the underlying issues in complex problems or situation	

High organisational skills to manage complex and time critical workloads
Work as part of a wider team with colleagues in the HR service, the Council, external customers and system suppliers.
Experience
Developing high quality business requirements
Delivering high quality, major digital/ICT solutions to a diverse workforce and external partners/trading customers
Managing staff effectively
Working in a customer focussed digital/ICT organisation or service
Working with customers to understand their requirements and producing outcomes designed around user need
Preparing and presenting business cases, requests for proposals, invitation to tenders and statements of requirements both verbally and in writing.
Realising and documenting benefits.
Delivering excellent service to a wide range of stakeholders, eg, Elected Members, suppliers, customers
Qualifications
British Computer Society International Diploma in Business Analysis or equivalent, or degree level qualification in relevant subject and PRINCE2 practitioner; and substantial experience in delivering digital service redesign projects.
Evidence of continuing professional development
Special Requirements
None

Date Created	October 2023	**Date Reviewed**	October 2023