

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

|                           |                                 |          |                       |
|---------------------------|---------------------------------|----------|-----------------------|
| <b>Designation:</b>       | IT and Digital Business Analyst | Grade:   | PO6                   |
| Reports to (Designation): | IT and Digital Business Partner | Grade:   | PO8                   |
| Directorate:              | Corporate Resources             | Section: | IT & Digital Services |

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#### Main Purpose of the job:

- To undertake specific assignments to analyse, document and manage business need and help facilitate the design of cost-effective solutions that improve services.
- Deliver business analysis to support the development of business cases and project delivery.
- To analyse and document 'as is' and 'to be' processes and facilitate change.
- To work closely with business areas and stakeholders to ensure that their requirements are identified, considered, and met.
- To work independently and autonomously and lead on small to medium size projects.
- To work closely with services and the project team to support the delivery of large corporate projects including transformation, service delivery, business and behaviour change projects and new ways of working.

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#### Summary of Responsibilities and Personal Duties:

- To explore, elicit, and analyse business and user needs.
- Identify business problems and opportunities.
- To take responsibility for articulating problems and solutions in ways understood by all stakeholders - business and technical.
- To plan and facilitate workshops and discussions to effectively understand business problems and achieve shared understanding of business needs.
- To identify and establish effective working relationships with a range of stakeholders to ensure appropriate, sustained business and technical input into projects.
- To collect and analyse data to inform decisions on service improvement.
- To document functional and non-functional requirements/technical and functional user stories clearly and unambiguously in terms that are understood by business and technical stakeholders.
- To produce and/or contribute to a range of other analysis outputs including business process mapping, storyboards, context diagrams, business cases, gap analysis, project feasibility studies, benefits realisation plans, test plans, and business readiness plans.
- To work as part of an agile team, when applicable, and support the team in delivery, and promote and encourage agile behaviours with all stakeholders.
- To liaise with business users, 3rd party suppliers and internal technical teams to ensure that change requests are well documented.
- To understand any business and policy constraints that need to be considered and assess the implications.

Internal Contacts: This will include Project and Programme Managers, senior managers across the council, Elected members, members of key governance boards and working groups.

External Contacts: This will include residents, public sector partners and colleagues in similar roles across local government for knowledge sharing

**As a Lewisham Officer you will:**

- Be responsible for professional advice and support in the service area to deliver in partnership with others the council's vision, values and ways of working.
- Ensure the delivery of identified service objectives and continuous improvement of service targets.
- Ensure performance and quality improvement through supporting and nurturing others to lead and manage innovative approaches to achieving results.
- Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
- Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day to day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

Consideration will be given to making reasonable adjustments for a disabled postholder

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET  
THE CHANGING NEEDS OF THE SERVICE.**

Number of fully managed staff: N/A

Number of partially managed staff: N/A

## PERSON SPECIFICATION

**JOB TITLE:** IT and Digital Business Analyst

**POST NO:** tbc

**DEPARTMENT:** Corporate Resources

**GRADE:** PO6

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community  
Understanding of how equality and diversity relates to this post

**S**

### **Knowledge, Aptitude & Skills**

(Skills can only be used as shortlisting criteria if the skill is to be tested)

- Understanding of the issues facing the management of a public sector organisation **S**
- Good working knowledge of the principles of business analysis and design **S**
- Excellent knowledge of the change lifecycle and a robust understanding of business change. **S**
- Knowledge of agile and waterfall project management methodologies **S**
- Knowledge of business process testing, to support the design, execution, and assessment of business process tests and usability evaluations within a project.
- Ability to lead the analysis, design, prioritisation, and implementation of process and business changes.
- Ability to interpret service quality and continuous improvement.
- A structured and analytical (but not theoretical) approach to problem-solving. **S**
- Ability to both manage and support while maintaining high levels of accountability throughout the organisation.
- Able to work effectively in a team.
- Ability to effectively prioritise and execute tasks in a high-pressure environment.
- Ability and confidence to liaise and work closely with stakeholders, at all levels, and external suppliers.
- Ability to apply structured approaches to identify, investigate, and communicate complex business problems and opportunities.
- Ability to select and use the most appropriate tools and techniques to support the planning, analysis, development, testing, implementation, and improvement of systems and services within a project.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills, with the ability to listen and understand the needs of the client or customer and be able to deliver appropriate and innovative solutions.
- Excellent monitoring and reporting skills.

### **Experience**

- Solid Business Analyst experience within a Local Authority / Public Sector environment. **S**

- Experience of systems analysis to identify and analyse IT system capabilities and develop models and system requirements for bespoke IT systems or software packages.
- Experience of business modelling, understanding potential changes and how business processes, systems, and data interact
- Experience of co-ordinating others to successfully deliver to specified outcomes. **S**
- Experience of personally managing the provisioning of business analysis solutions to successful outcomes. **S**
- Experience of working on own initiative and as an effective team member. **S**
- Experience of establishing effective and productive working relationships with senior managers and other internal and external stakeholders. **S**
- Experience of user analysis, applying techniques to analyse, validate, and prioritise user experience needs and present findings to support data-informed decision-making based on user research. **S**

### General Education

- Educated to degree level or relevant experience **S**

### Personal Qualities

Candidates are expected to adhere to Lewisham's values

### Circumstances

N/A

**DBS Disclosure Required?**    **No**    ☒    **Basic**    ☐    **Enhanced**    ☐

(Tick as appropriate – guidance available from your HR Advisor)

### Physical

Generally candidates must meet the standard Lewisham requirements for the post