

JOB DESCRIPTION



Role title:	Business Analyst
Grade and salary:	K (£36,177 - £43,254)
Hours:	37 hours per week
Department or Division:	Business Change & Innovation, Corporate Services
Location:	Force Headquarters (Ripley) / Agile
Post reports to:	Lead Business Analyst, Business Change & Innovation
Suitable for job share or part-time:	Yes
Other considerations:	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.

PURPOSE AND DESCRIPTION OF JOB ROLE:

This is an exciting time to join a small team of professionals to support the delivery of change initiatives which will improve the services the Force provides to the people of Derbyshire.

The post holder will be working as part of a busy team responsible for delivering sustainable business improvements and change, in a complex organisation. This will be achieved through investigation, analysis and review of systems and services; providing documentation to identify and deliver appropriate solutions to manage current, emerging, or future service challenges.

SPECIFIC ROLES AND RESPONSIBILITIES:

- Undertake consultations and/or focus groups to elicit the right information to understand current or future departmental or project issues and requirements
- Challenge constructively and act as a critical friend to achieve solutions that are fit for purpose
- Facilitate collaboration and lead effective communication with all stakeholders to ensure the appropriate level of involvement to support design, build and delivery to meet the user needs
- Analyse, document and propose solutions for large and/or complex business areas, prepare requirements specifications and obtain sign-off of these where required
- Produce process, data and systems models as needed to describe both current and proposed business solutions
- Provide the link between the business and any third-party regarding software functionality, throughout the development lifecycle and to assist in the preparation of user and system test plans
- Prepare reports to the timescales directed showing progress against outstanding milestones, status, resource requirements, issues, risks and dependencies
- Investigate the business impact of a proposed solution or initiative
- Support business benefit identification and ensure that the benefits are realisable

- Maintain a knowledge of the Force in terms of its core activities and strategic objectives
- Ensure outcomes are aligned with organisational priorities, service vision and business strategy
- Support the force ambition to be digitally excellent by horizon scanning within Policing and beyond for innovative practises and enabling technologies that can be strategically adopted.
- Play a role in delivering BC&I's innovation pipeline, applying agile business analysis techniques to solve force problems, and help foster a force-wide culture of innovation

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Educated to degree level or equivalent, or equivalent work experience
- Experience mapping stakeholders and determining appropriate engagement strategies
- Excellent communication and interpersonal skills, including the ability to develop effective working relationships and to influence and challenge key stakeholders to bring about business change
- Robust working knowledge of a range of proven methodologies and tools appropriate for the BA role when managing business change, especially for requirements engineering, process engineering, and solution design
- Ability to analyse and test complex, and at times conflicting, data and information to identify trends, gaps, threats and opportunities applicable to project or business requirements
- Experience of documenting and presenting recommendations for business change to stakeholders, including senior stakeholders and project boards
- Ability to review, test and redesign project outcomes, to ensure benefits and intended outcomes are realised
- Experience of maintaining the alignment of a project to a strategic roadmap, ensuring its contribution to the desired operating model is achieved
- "Cradle to grave" project lifecycle experience, ideally in projects that have given exposure to both waterfall and agile project methodologies

Desirable:

- Business Analysis qualification e.g., BCS International Diploma in Business Analysis
- Experience using Microsoft Teams for collaboration, Microsoft Visio, Excel and Sparx Enterprise Architect to conduct business analysis, and Microsoft Power Platform for low-code development
- Project management qualification e.g., Prince2, or knowledge of methodologies used
- Change management qualification e.g., APMG Change Management, or knowledge of methodologies used
- Testing certification e.g., ISTQB Foundation Level, or knowledge of methodologies used
- Service management certification e.g., ITIL Foundation Level, or knowledge of methodologies used

PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem solving and innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating and influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational and technical awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.