

Job Profile: Business Analyst – Adult Social Care

This supplementary information for Business Analyst – Adult Social Care is for guidance and must be used in conjunction with the Job Capsule for family Social Care, Level 4 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

The Business Analyst will support the work of the ASC Senior Business Analyst, in line with the strategic plan, to establish and ensure effective management of the Adult Social Care client database system (currently Mosaic). This includes ensuring workflows and business processes are up to date, aligned with operational requirements and kept under review, to ensure they remain as lean and cost effective as possible.

The role's primary functions will be to:

- Understand, analyse and evaluate business and performance management functions and processes, advising and supporting the service in carrying out these processes more effectively
- Ensure that these business processes are clearly documented for a range of audiences, including social care management, practitioners and technical staff.
- Communicate and collaborate across services within and connected to Adult Social Care, to help investigate how they can use systems effectively to successfully deliver improved outcomes for residents.
- Build productive relationships with staff at all levels within ASC, as well as with other key partners e.g. Camden and Islington Mental Health Trust or other s75 partner organisations, ICT, Finance, HR, Commissioning, external partners etc. in order to ensure that business process and workflows continue to meet and deliver to agreed priorities and requirements.

Example outcomes or objectives that this role will deliver:

- To support the **development and on-going maintenance of the Mosaic system**, ensuring the end to end workflows and related business processes are streamlined, fit for purpose and keep pace with the changing needs of the operational environment.
- Working in collaboration with services and interrogating the system as appropriate, to undertake detailed **investigation of current business processes**.

- **To produce clear documentation** to map processes from end-to-end, defining users, stakeholders, links to data extracts and other interdependencies.
- **Provide advice and support** at times of change on wider system and process interdependencies where those link to Mosaic, such as the Homecare Portal and Corporate Finance system.
- **To improve business processes** and workflows across Adult Social Care, ensuring that they are as lean and cost effective as possible and that they support related processes in the rest of the Council.
- **To communicate options** for decision-making boards and highlights key features and benefits of each option, which could be at team, service or senior management level.
- **To improve the use of Mosaic** by practitioners who are working with Camden and Islington Mental Health Trust under Section 75 agreements, ensuring appropriate information is recorded.
- **To identify usability issues** relating to the fit between social work practice and system build, and to feed this back into ongoing development of the system.
- **To support the planning and implementation of any system changes**, contributing to training plans, ensuring that changes are systematically communicated across ASC.
- **To support upgrades and changes to Mosaic** and inter-related systems, including performing and co-ordinating system testing, and very occasional out of hours or weekend work, ensuring the changes impact positively, and mitigating any risks on business processes.
- To ensure that appropriate **system controls** (e.g. authorisations, access etc.) are in place and information governance protocols are strictly adhered to.
- To be an **expert user with detailed knowledge** of the system, business processes and workflows in order to provide a high level of advice and guidance in relation to any proposals – this includes understanding in detail where data is collected from and drawn down in order to ensure accurate performance data reporting from the system.
- **Investigate and resolve queries** involving the Mosaic system.
- **Produce presentational material** for routine and ad hoc reports.
- **Provide support in procurement exercises** as required, on behalf of the Head of Service, securing the best outcomes within the budgetary constraints and savings targets of the service.
- **To chair and coordinate the Mosaic change group** (in the absence of the ASC Senior Business Analyst).

People Management Responsibilities:

Some people management responsibilities may be required at times for temporary resource (agency workers, officers assigned to projects etc.). Full management of these staff members may be required such as providing supervision, issuing instructions and directing work, performance management etc. Matrix management of colleagues in the council may also be required for various projects.

The role will be expected to provide short briefing and training sessions to staff at all levels.

The post holder will be required to deputise for the ASC Senior Business Analyst.

Relationships:

This post reports to the ASC Senior Business Analyst in Supporting People, Adult Social Care.

The post holder is expected to work closely with staff across the council as required. These relationships include (but are not restricted to):

- Systems administrators/ICT colleagues and the relevant database supplier on the systems functionality and future enhancements, providing a user consultancy role in relation to the core system development
- Senior managers in Supporting People Directorate and across the council
- Internal Council departments including (ICT, Commissioning, Resource Coordination Team, Mental Health, Strategy and Change (in particular those providing performance data))
- External partners such as those in the mental health trust, voluntary sector and other partner organisations

Work Environment:

The post holder is required to work flexibly across a range of locations as required by the work. The post holder may be required to work out of hours depending on the focus of their work.

The post holder will be required to respond to changes in demand and effectively manage conflicting priorities and deadlines.

Technical Knowledge and Experience:

- A detailed working knowledge of the Mosaic electronic social work case record system.
- Be able to proactively develop, manage and use systems to improve the monitoring and control of client and financial information.
- Ability to research and analyse management and financial information and present complex data as simply and meaningfully as possible.
- Ability to create comprehensive, practical plans that meet business priorities.
- Significant knowledge and experience of using key IT packages, (Word, Excel, and social care databases).
- Experience of Business Analysis and producing user friendly process maps

- Experience of analysing and interpreting complex processes, systems, data and information to identify improvements, keeping in mind the needs of internal and external customers
- Understanding of confidentiality issues and how this is observed and maintained.
- An in-depth understanding of the requirements of Adult Social Care legislation, national policy and information requirements including the transactional business of Adult Social Care.
- Experience of working across teams, departments and organisations, (including other local authorities), to promote common approaches.
- Experience of developing positive relationships with multiple stakeholders.
- Understanding of the role and functions of local government.
- Good understanding of equality and diversity issues.
- To work flexibly within a team and respond effectively to different demands and situations, managing own time effectively to meet deadlines.
- A business/financial or computing/IT qualification (desirable)

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Structure Chart

