**Job Capsule Supplementary Information: Senior Business Analyst**

**This supplementary information for the Senior Business Analyst is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 5**

**Job Zone: Zone 1**

**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 Senior Business Analyst will lead on creating requirements specifications and business cases for development or acquisition of ICT Solutions. Analyse business processes, identify alternative solutions, assess feasibility, and recommend new approaches.

The postholder will drive and challenge Service departments on their assumptions of how they will successfully execute their plans by communicating proactively and collaborating with the Service department, in-house development and solutions providers.

**Example outcomes or objectives that this role will deliver**

* Take responsibility for work to investigate business problems and opportunities, and specify required changes to business processes, people skills, information, technology and organisation structures and roles. Select, apply and monitor the use of modelling and analysis techniques, methods and standards in an informed and proficient way.
* Work effectively with senior business and IT stakeholders, conducting investigations at a strategic level and assuring the feasibility of proposed solutions. Ensure that a holistic view is taken of the business situations investigated, and that stakeholder perspectives are identified and analysed with a view to achieving consensus. Ensure that business objectives and requirements are understood and provide a context with which recommended solutions are aligned. Advise senior stakeholders on business change priorities within the context of the organisational strategy and objectives.
* Utilise business knowledge and experience to assess and advise on the feasibility and relevance of proposed options for business and technical change.
* Take responsibility for the detailed specification and modelling of holistic solutions using standards, methods and techniques as required. Maintain links with colleagues within related disciplines such as business operations, software engineering and service delivery functions. Support the deployment of business and technical changes.
* Plan, arrange and facilitate meetings and workshops with stakeholders throughout the business change and software development lifecycles. Take responsibility for the management of stakeholder relationships across different levels of seniority.
* Support business case development through the identification and definition of business and technical options that will address the business objectives and requirements, and the analysis of the costs, benefits, risks and impacts for each option.
* Assist business stakeholders in defining acceptance tests for new business processes and IT systems and take responsibility for the effective execution of the acceptance tests.

**People management responsibilities**

* Line management responsibilities for the Business Analysts.

**Relationships**

* This post reports to the Head of IT Business Management.
* Internal at all levels including executive, senior officer, officer and members.
* External, including suppliers, local government, membership bodies and professional bodies.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience
* Proficient in applying techniques which help investigating, analysing, modelling and recording a business area or system of interest. Example, but not limited to: business environment analysis and process modelling.
* Proficient in using tools (manual or automated) to record the structure, relationships and use of information within an organisation. Examples, but not limited to class diagram and relational data model.
* Proficient in techniques for analysing and re-designing business processes which have been modelled. Examples, but not limited to: Lean Six-Sigma and process cycle time reduction.
* Proficient in understanding organisational structures; their mission, objectives, strategies and tactics adopted by organisations; measures of performance such as critical success factors and key performance indicators; organisational cultures and cultural dimensions.
* Proficient in methods and techniques for preparing and presenting business cases, requests for proposal (RFP) invitations to tender (ITT) and statements of requirements/work both verbally and in writing.
* Proficient in establishing relationships, analysing perspectives and managing stakeholders from a variety of backgrounds and disciplines. Adapting stakeholder engagement style to meet the needs of different audiences. The identification of key business stakeholders and an assessment of their level of power and interests, and their perspectives to inform the way(s) in which they should be considered and managed.
* Familiar with methods and techniques associated with planning and monitoring progress of projects. Examples, but not limited to: product/work breakdown structures and earned value.

**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: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>