

Job Title: Business Analyst - Change	
Job Evaluation Number	C152

JOB DESCRIPTION

Job Title: Business Analyst – Change	Location: HQS base with ability to travel across TVP and Hampshire
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Business Change Programme Manager	Band level: 3H (subject to evaluation)
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to:

- Build/manage relationships across multiple departments and external stakeholders regarding significant future activities impacting on and involving TVP (and potentially other forces).
- Take accountability for assessing the research need, conducting the research and analysis, identifying opportunities for improvement, reporting back to the business with actionable recommendations, and helping to design the future state.
- Identify new and innovative approaches to performing business activities and influence the design of business processes and systems to improve performance and efficiency.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Influence and advise the force, suppliers and senior officers in order to achieve the best possible alignment between programme/project objectives, targeting delivery of improved performance and efficiency
2. Identify new business capabilities to ensure maximum benefit is achieved from available capacity and projects and programmes.
3. Improve business performance by recommending and assessing the feasibility of new and innovative approaches and/or technologies to solving business problems and addressing areas of poor performance or complex operational demands.
4. Assess the most appropriate method and approach required, make recommendations on how to apply this and complete business analysis autonomously before presenting findings in an accessible and compelling way.
5. Recommend business functions and processes for investigation and analysis based on business knowledge and understanding of performance. Interpret data from research, studies and pilot trials to maximise the efficiencies gained from business analysis resources.
6. Influence the business approach to change by working with projects and programmes on identifying and quantifying business benefits and benefit realisation at the earliest point, to maximise the return on investment, and assess the risk, cost and benefits of any change proposals.
7. Complete analysis and documentation of business and/or user requirements, which will determine the functionality required by the force, including the facilitation of workshops and meetings.
8. Facilitate communication between vendors or third parties and the force, identifying possible conflicts between the vendor/third party and user requirements in order to advise senior staff/officers.

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9. Ensure that project/programme deliverables meet the user requirements, including undertaking gap analysis. Identify opportunities where new and existing technologies can be used to improve business efficiency and service performance.

10. Identify opportunities and make recommendations to re-engineer business processes and the planned deliverables, developing and publishing agreed documentation to a high standard.

11. Select the most appropriate methods and tools to present results in a compelling way and deliver high quality, balanced & timely products & advice to present a clear and independent assessment to senior stakeholders allowing them to make well-reasoned decisions.

12. Improve the overall efficiency of the delivery of the service and seek value for money services at all times.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The BA may be required on projects that are at a force, bi-lateral or regional level. They will work with senior officers and heads of department with the aim of bringing greater conformance to a single set of business processes. The BA will regularly engage with key stakeholders (including departmental head level) to capture and document requirements.

The role holder will analyse, develop and document programme/project supporting processes that supports the Forces' business change plans. They will be expected to represent the force to engage with representatives of national agencies on the strategic national initiatives and directions.

The BA is the subject matter expert for the business analysis function and will provide guidance and support to project, programme and business initiatives. The BA function may work with the business on several major programmes or projects depending on the requirements at the time.

They will be expected to develop expertise in the operational functions of business portfolios, their processes, KPIs and objectives. The BA is required to recommend potential improvements in efficiency and performance based on their findings and to support the future state design to implement these.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Experience working with senior business stakeholders, developing and managing stakeholder relationships as required to conduct investigations at a high level to support business strategies.	E
2. Awareness of operational/business processes at a level where alternatives can be modelled and business benefits can be predicted.	E
3. Must display great attention to detail and produce high quality reports and products to meet exceptionally tight deadlines.	E

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<p>4. Experienced working in a complex environment using an industry-recognised techniques such as Prince, Agile, Six-Sigma & Lean. Including the following range of knowledge and skills:</p> <ul style="list-style-type: none"> a. Proficiency in techniques for streamlining business processes & business improvement. Examples include: Error-checking, value added assessment, process cycle time reduction, future-proofing, critical path analysis, resilience assessment & cost benefit analysis. b. Expertise in business case creation – identifying business benefits, costs and risks associated with business change programmes. c. Highly skilled at producing both written & oral reports for different demographics & constructing airtight logically supported cases. d. Proficient in identifying & communicating key potential blockers, critical milestones to completion & fundamental benefits without which the Business case will no longer remain valid. 	E
5. Experience of understanding and articulating how change impacts the business practices of complex organisations.	E
6. Experience of achieving significant outcomes through influence and persuasion rather than through direct line authority.	E
7. Excellent written and verbal communication and data presentation skills. Proficient at working as part of team or pursuing independent research as the situation demands. Highly adaptive and skilled at solving complex problems. Must be able to work systematically and with little direct supervision.	E
8. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner.	E
9. Exposure to Prince2, Agile and continuous improvement best practices.	D