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| Job Title: ICT Business Analyst |      |
| Job Evaluation Number           | B971 |

## JOB DESCRIPTION

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| <b>Job Title:</b> ICT Business Analyst                         | <b>Location:</b> Kidlington or Southampton  |
| <b>Job Family:</b> ICT   | <b>Role Profile Title:</b> BB3 Police Staff |
| <b>Reports To:</b> Lead ICT Business Analyst                   | <b>Band level:</b> 3S                       |
| <b>Staff Responsibilities (direct line management of):</b> Nil |   |

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

**The overall purpose of the role is to:** Develop relationships and interaction between the ICT department and senior Force and external stakeholders regarding significant future activities impacting on and involving ICT. Identify new and innovative approaches to performing business activities across both forces and influence the design of business processes and systems to achieve improved performance and cost reduction. To influence business and ICT department planning with the aim of ensuring that Information Systems plans are aligned with both forces business plans and objectives, in support of the ICT Portfolio Department.

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 programmes/projects and both force and ICT strategies, targeting delivery of improved performance and reduced cost.
2. Identify new business capabilities in both forces to ensure maximum benefit is achieved from ICT's delivery capacity and work programme.
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. Establish an understanding of business aims, and attain the support of key stakeholders to business proposals, and sign off for business cases, specifically for the re-use of existing technical capability to support new business functions in order to reduce costs.
5. Recommend business functions and processes for investigation and analysis based on business knowledge and understanding of business performance. Interpret data from research, studies and pilot trials to maximise the efficiencies gained from business analysis resources.
6. Influence business approach to change by identifying and quantifying business benefits and benefit realisation at the earliest point in programmes, to maximise the return on investment, and assess the risk, cost and benefits of any change proposals.
7. 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. Effectively communicate requirements facilitating 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.
9. Act as the conduit between ICT and the business to ensure that the deliverables meet the requirements, including undertaking gap analysis and other industry methodologies/standard

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tools, along with identifying opportunities where new and existing technologies can be used to improve business efficiency and service performance.

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

11. Seek and raise the positive profile of ICT in all matters through influencing, negotiation and conflict resolution. Influence Senior Stakeholders to maintain focus on agreed business objectives and deliverables to ensure that the overall business and ICT strategy is delivered within the desired time frame.

12. Reduce the overall cost base 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:**

Support two customers based in two separate locations and working with Senior Officers and Heads of Departments, with the aim of bringing greater conformance to a single set of business processes, data models and underlying technology solutions, to maximise re-use of ICT services to reduce cost, complexity and risk.

The BA will regularly engage with key stakeholders (including departmental head level) to capture and document requirements.

Analyses, develops and documents programme/project supporting processes that supports the Forces' business change plans.

The BA can represent the force to engage with representatives of national agencies on the strategic national initiatives and directions.

BA must consistently manage multiple new business initiation requests (NBI 1) from both forces per month, which on average result in: 3 full business cases being developed; some approved as smaller upgrades/enhancements. The resulting implementation of changes (undertaken by Portfolio Management) usually range from 100-150 man days' work (projects) to 2-5 man days (small-medium upgrades). Although the core work will be programme level work, lasting 2 to 3 years, costing several millions £.

Analyst is the subject matter expert for the business analysis function (for both business and ICT programmes) and will provide guidance and support to project, programme and business initiatives. The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

The BA function usually works with the business on several major capital and innovation bids (as part of the annual financial planning cycle) for business application replacement.

Supports the Lead ICT Business Analyst as a lead ICT analyst for New Capability for between 2 and 4 Senior Officers and their Senior Management Teams. Interprets the needs of the portfolios spread across both forces and multiple geographic locations (primarily Kidlington and Southampton) and a user base of approximately 13,000 employees. Additionally, work must not preclude regional / partner agency initiatives which will be increasingly prevalent.

Develop expertise in the operational functions of business portfolios, their processes, KPIs and objectives and recommend potential improvements in efficiency and performance. Establish

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improved relationships between ICT and business staff, and be able to translate process and data models into understandable business opportunities.

#### 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.

| <b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>   | <b><i>E/D</i></b> |
|---|-------------------|
| 1. Experience working with senior business stakeholders, developing and managing stakeholder relationships with ICT experts as required to conduct investigations at a high level to support business strategies. Maintain technical awareness at a level where alternatives can be modelled and business benefits can be predicted.  | E                 |
| 2. Must display great attention to detail and meet tight deadlines.   | E                 |
| <p>3. Experienced ICT BA (Senior / Expert level) having delivered ICT service in a similarly complex environment using an industry recognised approaches such as ITIL, Prince and Agile. (including the following range of knowledge and skills:</p> <p>a. Familiar with IT Environment - The IT environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular own organisation's technical platforms and those which interface to them through the specialism, including those in closely-related organisations.</p> <p>b. Proficient in Customer Value Chain Concepts - The complete sequence of activities within a process, from receipt of an order or request to delivery of a product or service.</p> <p>c. Proficient in Business Improvement Techniques - Techniques for streamlining business processes which have been modelled and understood. Examples: error-proofing, value added assessment, process cycle time reduction, future-proofing, resilience, reliability, cost effectiveness and lean.</p> <p>d. Expert in Business Proposals - Methods and techniques for preparing and presenting business cases, invitations to tender and statements of requirements both orally and in writing.</p> <p>e. Expert in Service Delivery Economics - The economics of service delivery such as the cost of hardware, software, and manpower used to deliver the service.</p> <p>f. Must have a good understanding of IT Architecture, Networks, Cloud Technologies and Infrastructure as well as the Business Systems &amp; Services currently in use.</p> <p>g. Expert in business case creation – identifying business benefits, technology costs and risks associated with business change programmes.</p> <p>h. Proficient in ensuring critical success factors and the addressing of them in change programmes.</p> | E                 |
| 4. Experience of achieving significant outcomes through influence and persuasion rather than through direct line authority. Must be a good listener.  | E                 |
| 5. Excellent communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.  | E                 |

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| 6. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential*. | E |
| 7. Exposure to ISO 9001, ISO 27001 and ITIL, Prince2 and Agile best practices.  | D |
| 8. Experience of understanding and articulating how the application of ICT technology impacts the Forces' Policing and business objectives and the supporting Business.   | D |
| <b>Additional comments:</b> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.   |   |