

JOB DESCRIPTION

Job Title	Business Analyst
Directorate	Strategy, Performance & Communications
Reporting to	Change Lead
Evaluation ref:	TR0110 – Grade 13
Role purpose	
<p>The Business Analyst at Somerset Council will play a pivotal role in driving strategic initiatives and enhancing organisational performance. Reporting to the Change Lead, the Business Analyst will be responsible for analysing business processes, identifying areas for improvement, and designing solutions to optimise efficiency and effectiveness. This role involves collaborating with various stakeholders to gather requirements, map processes, conduct data analysis, and provide actionable insights that support decision-making and strategic planning. The post holder will also be instrumental in facilitating communication between departments, ensuring that proposed changes align with the council's objectives, our Target Operating Model, and regulatory requirements. By leveraging their analytical skills and understanding of business operations, the Business Analyst will contribute to the continuous improvement of services, enhancing the council's ability to serve the community effectively.</p>	
Accountabilities	
<ul style="list-style-type: none"> • Work with the business and services to analyse and redesign business processes using our Service Design Principles and Framework to deliver against the Target Operating Model. • Skillfully create insightful process maps of the as-is and to-be, shaping future processes with others; ensuring that both financial and non-financial benefits are captured. • Identify inefficiencies within the current ways of working and propose solutions, constructively challenging requirements to support our Target Operating Model. • Support meaningful and comprehensive User Research, understanding the user needs and helping services design processes and solutions that consider both business and user requirements • Conduct data analysis to support change proposals, strategic planning, and decision-making. • Develop comprehensive reports with recommendations for process improvements and confidently present back findings to key stakeholders. • Facilitate and maintain strong communication within your Design Team and with key stakeholders on each project, collaborating to gather and document business requirements and supporting the business through the change process in a positive way. • Oversee the development and implementation of approved solutions and process improvements. • Conduct training sessions and workshops to guide relevant teams as required. • Perform periodic quality checks to ensure the effectiveness of implemented changes, evaluating the impact to ensure continuous improvement. 	

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- Understand user needs and help services design processes and solutions that take into account both business and user requirements
- Develop and maintain a sound knowledge of the Councils Digital platform, tools and other Technology used.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Strong understanding of business process analysis and improvement methodologies.	x	
Knowledge of data analysis techniques and tools.	x	
Familiarity with Agile project management principles.	x	
Understanding of regulatory requirements relevant to local government.		x
Knowledge of change management practices.		x
Awareness of current trends and best practices in business analysis.		x
Experience		
Experience in a business analyst role, preferably within the public sector	x	
Experience in conducting data analysis and reporting.	x	
Experience in facilitating workshops, training sessions, and delivering presentations, either in person or virtually, with confidence.	x	
A proven ability to influence decision-making within an organisation and offer appropriate challenge.		x
Experience in managing stakeholder relationships.		x
Experience in Agile project management.		x
Experience in implementing process improvements.		x
Experience of using business process modelling tools along with various Microsoft packages such as SharePoint and Teams.	x	
Qualifications / Registrations / Certifications		
Bachelor's degree in business administration, Management, or a related field.		x
Professional certification in Business Analysis (e.g., CBAP, PMI-PBA).		x

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Certification in project management (e.g., Agile PM, PMP).		x
Advanced degree in a relevant field.		x
Training in business process and data analysis tools and techniques.		x
Continuous professional development in business analysis.	x	
Skills		
Excellent analytical and problem-solving skills.	x	
Strong communication and interpersonal skills, with the ability to talk and present information to a range of audiences.	x	
Proficiency in data analysis software (e.g., Excel, SQL).	x	
You will have a passion for creating solutions with a positive attitude to change.	x	
Ability to manage multiple projects and priorities at once.	x	
Strong organisational skills and attention to detail.	x	
Ability to work collaboratively with cross-functional teams.	x	
Proficiency in project management software.		x
Ability to adapt to changing priorities and environments.	x	
Working Conditions		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		

Date: