**Person Specification**



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| Job Title | Digital Business Analyst  | Directorate | Digital, Customer & Commercial Services |
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| Post Number | CE375 | Division | Digital and Customer Services |
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| Grade | 9 |  | £36,648 - £39,186 | Section | Digital Front Door  |
|  |  |  |  |  |  |
| Criteria (Essential) | Assessment By |
|  |  | Application | Interview | Test |
|  |  | ✓ | ✓ | ✓ |
| Experience |  |  |  |  |
| Experience of business, data, functional and non-functional requirement capture methods and elicitation techniques  |  | ✓ | ✓ |  |
| Experience of recording and reporting data and requirements analysis  |  | ✓ | ✓ |  |
| Experience of process modelling, mapping and producing process flow and user stories  |  | ✓ | ✓ |  |
| Experience of producing a variety of document styles for sign off  |  | ✓ | ✓ |  |
| Experience of planning, leading and execution of complex or large scale/value change projects to time and budget  |  | ✓ | ✓ |  |
| In-depth knowledge of industry best practices and service delivery standards |  | ✓ | ✓ |  |
| Experience of managing resources, including budgets |  | ✓ | ✓ |  |
|  |  |  |  |  |
| Qualifications / Training |  |  |  |  |
| ITIL Foundation certification |  | ✓ | ✓ |  |
| Project Management/ Business analysis certification  |  | ✓ | ✓ |  |
| Commitment to personal and professional development  |  | ✓ | ✓ |  |
| Comprehensive knowledge of digital solutions the Council uses and commitment to keeping on top of trends and developments  |  | ✓ | ✓ |  |
| Knowledge and understanding of cyber security, vulnerabilities and threat prevention methods and techniques ensuring conformance to information governance legislation to safeguard the council’s data, services, and assets |  | ✓ | ✓ |  |
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| Skills and personal attributes |  |  |  |  |
| Able to manage service provision to meet defined targets and quality standards |  | ✓ | ✓ |  |
| Able to understand requirements, identify, recommend, and implement solutions to meet business objectives |  | ✓ | ✓ |  |
| Able tointerpret statistical and management information e.g. performance of equipment, infrastructures, utilisation of resources etc. to ensure SLA and Council business objectives are met |  | ✓ | ✓ |  |
| Able to develop, lead and motivate the staff of the unit to develop and provide high quality services. |  | ✓ | ✓ |  |
| Able tomanage the team, setting priorities to ensure customer and business objectives are met. |  | ✓ | ✓ |  |
| Ability to work flexibly and adapt quickly to changing circumstances |  | ✓ | ✓ |  |
| Able to take responsibility and make decisions without referral to senior management on operational issues |  | ✓ | ✓ |  |
|  |  |  |  |  |
| Personal Qualities and Attributes |  |  |  |  |
| Knowledge and commitment to improve equality & inclusion |  | ✓ | ✓ |  |
| A commitment to high quality service provision* Able to meet or exceed service delivery objectives and targets
* Able to work on own initiative to identify opportunities and develop new ways of working to improve service delivery and integrity
* Able to maintain a high standard of conduct as a representative of Dudley MBC
 |  | ✓ | ✓ |  |
| Excellent communication skills* + Able to listen, question & respond effectively
	+ Able to converse with technical specialists, negotiating effectively and developing relationships internally and externally
	+ Able to translate technical information into language a non-specialist will understand
	+ Able to communicate throughout all levels of the Council
 |  | ✓ | ✓ |  |
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| Prepared By | Luisa Fulci |
| Date | January 2022 |
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