**Person Specification**



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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Job Title | Digital Business Analyst | | | | Directorate | Digital, Customer & Commercial Services | | | | |
|  |  | | | |  |  | | | | |
| Post Number | CE375 | | | | Division | Digital and Customer Services | | | | |
|  |  | | | |  |  | | | | |
| 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 | | | | | | |  | ✓ | ✓ |  |
|  | | | | | | |  |  |  |  |
| 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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