**Job Description**



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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 | Grade 9 | Salary | £36,648 - £39,186 | Section | Digital Front Door |
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| Reports To | **Digital Platform Manager** |

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| **Purpose of the Job** |
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| The post holder is responsible for: * Digital analysis - Gathering business analysis and mapping requirements for all digital front door projects, scoping business process change and defining the new process flows
* Process Reviews
* Digital Implementation – ensuring stakeholder need is satisfied through the solutions built, forward looking platforms and quality management
* Support the Digital Platform Manager to assess and deliver the platform priorities
* Support the Digital Platform Manager to develop digital solutions to deliver the Councils change ambition
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| **Specific Accountabilities** |
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| The post holder is responsible for:*Digital analysis - Gathering business analysis and mapping requirements for all digital front door projects, scoping business process change and defining the new process flows** Capture and mapping as is and to be requirements, analysing and correlating to identify the tasks required to ensure the resulting solution delivered by the project is fit for purpose and optimises business process
* Collaborate with business stakeholders to define change scope, goals, benefits, and deliverables that address the needs of the stakeholder and allow the configuration of a digital/technical solution
* Undertake business analysis to understand the current business model and propose new ways of working to optimise business and digital processes
* Use data and process reviews to inform the requirements, underpin the proposals, and evidence the anticipated and realised benefits
* Identify or confirm with stakeholders if, and how well, their current systems and technology support their existing and any optimised business processes, including any significant perceived gaps
* Play back requirements, gaining agreement and approval from stakeholders.
* Deliver regular and clear communication about the impact of changes in a way that brings it to life for all stakeholders, maintaining buy-in and momentum
* Hand over for technical aspects with appropriate specifications
* Support the development of frameworks and tools and apply these consistently

*Digital Implementation – ensure stakeholder need is satisfied through the solutions built, forward looking platforms and quality management** Representing the customer in support of the delivery teams throughout the project
* Representing the technical team in communication with the customer about the project delivery
* Working with User Experience and developers in the definition of Customer Journeys and the production of prototypes
* Validating that the functional and non-functional requirements are appropriately implemented within the solution
* Assisting with the estimation of timescales, resources and planning to successfully deliver a project
* Assurance that the solution is built according to the design, and validation that it still solves the original problem

*Management and leadership** Identify processes, procedures, or events related to the area that could be improved and re-design processes to deliver the improvement
* Undertake risk and impact assessments within the area of responsibility and develop mitigating actions to ensure SLA and Council business objectives are met
* Ensure individual and team projects are well planned and delivered on time and budget
* Foster relationships with individuals and groups external to the unit (customers, suppliers, other digital and technology services staff) to develop a solid team orientation and ensure objectives are met
* Deploy, manage, and review the use and maintenance of the assets the team is responsible for
* Develop and maintain team technical specialisms

*Leading people** Participate in staff development, appraisal and training as appropriate, including continuous professional development.
* Build a culture of honesty, transparency, respect, trust & empowerment
* Foster a positive, non-judgemental team ethos
* Facilitate and continually improve inter-team relations, communication, and processes
* Mentor and develop team members
* Ensure adherence to staff policies and procedures

*Managing resources** Ensure adherence to resource policies and procedures
* Manage effectively to deliver the maximum possible within constrained financial and other resources

*Managing performance of service** Monitor and report on outcomes, and take action to deal with exceptions, problems, and unforeseen events in a timely manner
* Set targets, monitor performance, and manage resources in an efficient and effective manner
* Ensure timely, clear, and concise communications are sent out to staff, and any other parts of the service regarding any developments, improvements, problems, or outages which may affect them
* Contribute to team business continuity plans, to ensure continued operation of the service in the event of any physical, technical, or environmental disaster
* Ensure that any risks are identified, reported, and mitigated to the Business Change Manager.
* Contribute to policies and guidelines to ensure that systems are used effectively and that the Council, the Council’s staff, and any information the Council is responsible for maintaining is not put at risk.
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| **Corporate Accountabilities** |
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| * To be accountable for and promote equality, diversity and community cohesion to meet Council, Directorate and Service objectives. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported.
* To participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner.
* In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with post holder’s level, wherever they may be, to achieve the objectives of the Directorate.
* To represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with Directorate and Corporate policies.
* Responsible for the recruitment and performance management of designated teams and individuals in accordance with Corporate and Directorate aims and management style.
* To comply with the Council’s financial regulation and standing orders
* To actively promote Dudley’s commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate to this group.
* To comply with health and safety legislation and with the Council’s Health and Safety Policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions.
* To be responsible for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health & safety, data protection and internet/email use.
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| Special Conditions | This post is subject to basic DBS checking process  |
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| Car Allowance | N/A |
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| Prepared By | Luisa Fulci, Digital, Customer & Commercial Services |
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| Review Date  | February 2022 |