

Job Pack

Digital Business Analyst



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

Post Title	Digital Business Analyst
Service Area	Business Transformation Unit
Team	Service Design
Grade	D/E
Reports to	Service Design Manager
Date prepared	January 2021

Job Purpose

To analyse business processes, define process changes in the context of the business requirements, build new end to end processes using a digital form builder and workflow software, carry out system and user testing, train users and support processes once they are operational in the business before handing over to I.T., monitoring usage and trends in order to identify problems or training needs.

Key Tasks

Management and supervision

1. To project manage delivery of integrated processes/solutions that meet business needs.

Customer service

2. To proactively collaborate with managers, staff and project teams to ensure processes are designed, built, tested and rolled-out effectively in line with the councils' plans and objectives.
3. To champion opportunities for increasing customer take up of digital channels and self-help processes; participate in cross-service project teams to implement ideas.

Business Analysis

4. To lead workshops and meetings to analyse existing business processes, explain and promote the councils' design principles of the business model, re-engineer processes in line with the design principles and capture new processes using standard business modelling tools and techniques.

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5. To produce forms and process maps, user journeys and other documentation as required, defining new processes and guiding the configuration and build of those processes using workflow software.
 6. To build and document end to end processes using workflow software, following clear style and design guidelines.
 7. To design and build digital forms for the website and the contact centre, outgoing documents and web content, which meet internal standards of accuracy and style
 8. To carry out user testing on new processes, making changes as required in accordance with the design principles.
 9. To train and support staff on the new processes, and coordinate with knowledge experts and managers to encourage the uptake and effective use of the processes
 10. To analyse the use of new processes and identify problems or opportunities for continuous improvement.
 11. To amend existing live processes to reflect changing business requirements or new system functionality.

Systems Support

12. To review all upgrade release notes to understand new features and modules.
13. To configure and document system integrations required as part of a process.

Channel Shift and Customer empowerment

14. To contribute to shaping demand for services by building forms and processes which encourage customers to use digital channels and self-help processes wherever possible

Information and Knowledge

15. To act as a champion for change across the organisations advising, educating, acting as a buddy and supporting colleagues with the introduction of new processes to enable the organisation to maximise performance.
16. To proactively develop skills and knowledge in additional areas/subjects as required.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations.

3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the councils' activities.
4. To understand and apply the councils' Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. You will be required to support the councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
7. Lewes District and Eastbourne Borough Councils' are committed to Safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the councils, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.

The policy applies to all employees, councillors, volunteers and service providers that are commissioned by the council.

8. To work within the councils' Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision - Shaping the Future	<ul style="list-style-type: none"> • Understands the councils' purpose, context, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. • Works positively to gain understanding from others.
Driving Improvement Performance & Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and the councils
Self -Management	<ul style="list-style-type: none"> • Self-motivated and professional. • Is organised and uses time and technology efficiently. • Adopts a flexible approach to change

Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. • Works co-operatively and is committed to building, productive, positive relationships. • Demonstrates commitment to achieving overall team objectives

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • Educated to A Level standard or equivalent or qualified by strong relevant experience • Relevant qualification or qualified by track record of relevant experience 	<p>Desirable</p> <ul style="list-style-type: none"> • Recognised business analysis qualification • Project management qualification • Degree or equivalent
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TRAINING

<p>Essential</p> <ul style="list-style-type: none"> • Business analysis 	<p>Desirable</p> <ul style="list-style-type: none"> • Project management • Change management • Equalities
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SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • Excellent communication skills both written and verbal • Capturing requirements through workshops and interviews • Excellent written English and ability to use clear, plain English • High attention to detail 	<p>Desirable</p> <ul style="list-style-type: none"> • System integration skills, such as writing and interpreting XML, JSON and XSLT • Developing customer journeys to encourage the uptake of digital channels • Project management
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<ul style="list-style-type: none"> • Defining high level and detailed requirements • Logical and analytical skills • Decision making and problem solving • Able to work with teams across the organisations to improve services, adopt new ways of working and smooth the transition to new processes • Self-managing, can proactively seek out improvement areas and meet challenges head on • Ability to prioritise, meet deadlines and work effectively under pressure. • Committed to high standards of performance and quality • Able to work effectively in a team • Solutions focused and can quickly adapt in response to a constantly changing project environment • Excellent general IT skills 	
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KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Process modelling tools and techniques • Techniques for documenting requirements • Knowledge of at least one workflow system • Project management principles and techniques • Customer journey design • Writing for the web • Plain English standards • Knowledge and understanding of digital media 	<p>Desirable</p> <ul style="list-style-type: none"> • Good working knowledge of XML, JSON, XSLT, SOAP, SQL • Prototyping • Experience using, administering and/or configuring enterprise management systems • Good knowledge of digital best practices • Visio • Software development approaches like Agile
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EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none">• Carrying out business analysis• Writing requirements documentation• Building new processes using a workflow system• Designing and developing a digital customer journey• Experience in dealing with service users and stakeholders• Writing supporting documentation for service users and support teams.• Working in a matrix environment where cross team and corporate working are essential	<ul style="list-style-type: none">• Working with a range of system APIs to enable data to be exchanged in real time between systems• Experience of identifying training needs and delivering training

PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none">• Flexible to undertake out of hours work as required• Willingness to work within the councils' core and management competency framework• An engaging, enthusiastic and positive manner with a strong "can do" approach	

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D/E.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 15	£24423
SCP 16	£24911
SCP 17	£25410
SCP 18	£25919

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from home, however you will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

In particular, you will be required to:

- Budget for and cover the costs of all expenses incurred (including travel costs) to attend Team Meetings or Events, as well as for training at any of the Councils' sites.
- Budget for and allocate time to travel to appointments in the Councils boundaries where required. For example, visits that need to be performed as part of your role and cannot reasonably or appropriately be carried out remotely.
- Budget for and cover all postage costs (including return postage from Councils sites to your home) for all IT and other work equipment, when this needs to be replaced or updated. This includes but is not limited to, your work phone/headset and your laptop, such as for updates to software that need your laptop onsite connected to the LAN.

- Continue to participate in all meetings as reasonably required, such as 121 meetings, team meetings, attendance management meetings, or consultations on any proposed changes, such as restructures. Where possible and appropriate, these meetings will be conducted remotely but where it is not possible or it is deemed inappropriate for the meeting to be conducted remotely, you will be required to cover all expenses incurred (including travel) for your attendance at said meetings.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months increasing to two calendar months when paid from SCP 23, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2022 are:

Pay Range	Contribution
Up to £15,000	5.50%
£15,001 to £23,600	5.80%

£23,601 to £38,300	6.50%
£38,301 to £48,500	6.80%
£48,501 to £67,900	8.50%
£67,901 to £96,200	9.90%
£96,201 - £113,400	10.50%
£113,401 - £170,100	11.40%
£170,101 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5%.