

Employing council



Job Title	Business Analyst
Grade	Havering – Grade 7 Newham – PO3
Location	Remote, Newham or Havering. The post holder must be flexible and work across council sites

Accountable to	Product Manager
Accountable for	The post holder has line management responsibility for no direct reports
Job Purpose:	<ul style="list-style-type: none"> • Engage with service and functional areas to understand business, systems' processes and assess any associated challenges, objectives and targets. • Capture, validate, analyse and document AS-IS and TO-BE business and/or systems' processes/requirements. • Maintain an up-to-date library in ADO or JIRA of business and/or systems' processes for the AS-IS and TO-BE. • Support the Product Manager in identifying process improvements, systems' enhancements and/or automation opportunities. • Provide support in various systems' Test phases. • Support the Product Manager in data integrity processes to ensure data within systems' remains current and accurate..
Specific Responsibilities	<ol style="list-style-type: none"> 1. Engage with current and potential system users to question, discuss, understand and record processes that are either being run in the system and may require improvements; processes that could be enabled by existing systems or by investments in new systems that would fall under the management of the systems team. 2. Understand and document user experience when reviewing existing or potential system processes, identifying problems areas that requirement improvement and opportunities for process re-engineering or automation that would deliver efficiencies and improvements. 3. Attend stakeholder forums supporting the Product Manager and making notes of any actions and key points that require follow up and/or response. 4. Document and maintain a library of processes that are run through the systems under management and an archive of any reviewed processes. 5. Support the Product Manager in the creation of application development road maps and plans for systems under management. 6. Research system and Information Technology industry solutions that may support business objectives/requirements.

	<ol style="list-style-type: none"> 7. Support the development of business cases for investments in application development or procurement demonstrating cost benefit analysis and providing recommendations on a way forward. 8. Analyse and report on system development and enhancement outcomes with financial and process efficiency data. 9. Support the Product Manager in the maintenance of system training information and material libraries. 10. Support the Product Manager in the analysis and understanding of incidents and problems to identify application changes and enhancements that will reduce incidents and improve application stability and availability. 11. Maintain a record of Oracle Fusion (and other) application upgrade features that have been implemented or could be implemented to improve processes and organisational efficiencies. 12. Work as a member of the systems team providing Business Analyst support as required by the wider team.
<p style="text-align: center;">General</p>	<ul style="list-style-type: none"> • OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. • Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately • Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures. • Comply with Health and Safety Regulations associated with your employment. • Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. • To treat all information acquired through your employment, both formally and informally, in strict confidence.

Newham - Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
<p>Able to demonstrate and evidence a highly developed Competence in:</p>	<p>Communicating Openly and Effectively:</p> <ul style="list-style-type: none"> • Considers in advance the different needs of others and adapts style accordingly, using appropriate language and methods of communication • Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others • Summarises information to check understanding • Expresses thoughts and ideas clearly and consistently and objectively discusses options • Approachable and responsive to people's needs • Knows what to communicate and where to report if they are concerned about an adult or child being at risk of abuse • Has knowledge of policy, procedures and legislation that support safeguarding children and adults activity (*Adult and Children's Services) <p>Delivering Excellent Customer Service:</p> <ul style="list-style-type: none"> • Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs • Analyses and understands delivery and range of services, providing solutions to individual customer needs • Develops and maintains constructive relationships with customers • Takes pride in delivering high quality services and seeks to expand own skills • Constantly questions "how will this benefit the customer?" • Seeks customer feedback to identify ways to improve customer experience • Shows clear understanding of their role in identifying and reporting concerns regarding adult or child abuse 	

	<ul style="list-style-type: none"> • Is aware of and challenges, if necessary, poor practice in safeguarding adults and children (*Adult and Children’s Services) <p>Achieving Results and Success:</p> <ul style="list-style-type: none"> • Assumes personal responsibility for achieving outcomes and making appropriate decisions • Is considerate of others and their contributions • Monitors and evaluates own performance against targets • Develops new ways of working to achieve results • Demonstrates high personal standards as an example to others and delivers what they agree • Is consistently positive and remains focused and flexible when faced with competing demands and priorities • Allocates time and resources to reflect priorities • Seeks information to aid decision making <p>Respecting Others:</p> <ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make • Demonstrates integrity at all times • Considers impact of own actions and tries to cater for the differing needs of others • Acts as a role model, sets a personal example of good equality practice at all times • Challenges inappropriate and discriminatory behaviour • Understands different learning and personality styles and preferences • Respects confidentiality wherever appropriate • Acts upon concerns about discrimination or inequality of opportunity <p>Applies consistent standards of service and response</p>	
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Having Competencies (Not applicable to Newham posts)

Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace. The 7 competencies describe essential behaviours that everyone is expected to display and observe.

The 7 competencies each have 4 levels that reflect the different levels that employees would be expected to work to.

It is expected that there will be 4 competencies assigned that the employee is expected to demonstrate (for Senior posts it is likely there will be 5 or 6 competencies). One of the competencies expected to be included will be Respecting Others.

Select from the [Competency Framework](#) the required competencies and associated levels (A-D) based on the role needs (level A will generally reflect an employee working in a support role, level D generally reflects those working at a very strategic level).

Complete the table below with the competencies and levels selected. Include the descriptive for the selected level (cut and paste).

Competency	Level	Criteria to be Evidenced (Description)
Communicating Openly and Effectively	B	<ul style="list-style-type: none"> • Considers in advance the different needs of others and adapts style accordingly, using appropriate language and methods of communication • Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others • Summarises information to check understanding • Expresses thoughts and ideas clearly and consistently and objectively discusses options • Approachable and responsive to people's needs • Knows what to communicate and where to report if they are concerned about an adult or child being at risk of abuse • Has knowledge of policy, procedures and legislation that support safeguarding children and adults activity (*Adult and Children's Services)
Delivering Excellent Customer Service	B	<ul style="list-style-type: none"> • Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs • Analyses and understands delivery and range of services, providing solutions to individual customer needs • Develops and maintains constructive relationships with customers

		<ul style="list-style-type: none"> • Takes pride in delivering high quality services and seeks to expand own skills • Constantly questions “how will this benefit the customer?” • Seeks customer feedback to identify ways to improve customer experience • Shows clear understanding of their role in identifying and reporting concerns regarding adult or child abuse • Is aware of and challenges, if necessary, poor practice in safeguarding adults and children (*Adult and Children’s Services)
Achieving Results and Success	B	<ul style="list-style-type: none"> • Assumes personal responsibility for achieving outcomes and making appropriate decisions • Is considerate of others and their contributions • Monitors and evaluates own performance against targets • Develops new ways of working to achieve results • Demonstrates high personal standards as an example to others and delivers what they agree • Is consistently positive and remains focused and flexible when faced with competing demands and priorities • Allocates time and resources to reflect priorities • Seeks information to aid decision making
Respecting Others	B	<ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make • Demonstrates integrity at all times • Considers impact of own actions and tries to cater for the differing needs of others • Acts as a role model, sets a personal example of good equality practice at all times • Challenges inappropriate and discriminatory behaviour • Understands different learning and personality styles and preferences • Respects confidentiality wherever appropriate • Acts upon concerns about discrimination or inequality of opportunity • Applies consistent standards of service and response