

## JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

### A. POST DETAILS:

Job Title:	Business Process Analyst	Current Grade:	B003
Department:	Transforming Business Support Programme	Area:	FHQ – A Division
Reports To:	Transactional Services Programme Manager	No of Posts:	2
Level of vetting:	SC	Post Number:	

### B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Support the Transactional Services Programme Manager to deliver sustainable and innovative process improvement solutions through detailed process analysis and re-design that will improve efficiency and business performance.

Responsible for end to end process reviews through engagement supporting staff and senior stakeholders, and managing the relevant policy and operating procedure updates. Deliver training in lean process analysis techniques to other BTP staff members to support the completion of this work.

Identify business improvement opportunities through horizon scanning and benchmarking activities; consulting internally & externally to develop options for consideration by the Programme Sponsor.

### C. DIMENSIONS OF THE POST *The key statistics associated with the post*

#### Financial – Direct or Non-Direct

None

#### Staff Responsibilities – Direct or Non-Direct

Non- direct – oversee other project and change management colleagues in completion of process analysis helping to ensure consistent standards across BTP

#### Any Other Statistical Data

N/A

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**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

Plan and facilitate workshops to deliver process improvements which support the strategic direction of the business to move to a modern, self-service environment and in preparation for updates to supporting systems and digital tools.

Identify business improvement opportunities through horizon scanning and benchmarking activities. Engage with subject matter experts internally & externally as needed to develop options for consideration by the Programme Sponsor.

Undertake quantitative and qualitative research and analysis in order to make decisions and recommendations for business change. The post holder will be responsible for implementing plans and monitoring progress as agreed.

Ensure sustained delivery of new process solutions and supporting business change. Liaise with staff at all levels within all portfolios and departments to assist with the change specification, ensuring that work is undertaken to appropriate timescales and identified standards.

Produce relevant change management documentation as needed to support process change, including project plans, risk logs, dependency maps, business cases and change impact and readiness assessments as appropriate to individual proposals.

Identify the impact of process change in relation to business as usual. Identify potential risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns.

Communicate with relevant stakeholders to keep them informed of progress, issues and developments. Provide appropriate briefings to enable them to make informed decisions.

Ensure that all benefits are realised with equal focus across cashable and non-cashable benefits. Support project teams and local managers in the definition and development of process improvement benefits and oversee post implementation reviews as required.

Champion Lean principles and challenge current operational delivery behaviours, working with other project teams to integrate Lean process change activities into overall project plans.

Ensure a clear focus on improvements that add value to the delivery of business support functions, whilst ensuring compliance with BTP's change management framework and governance.

Support training, coaching, and mentoring of staff to develop a corporate understanding of Lean principles and methods which will underpin cultural transformation.

**E. DECISION MAKING:**

**Make decisions**

Post holder is accountable for decisions on the approach and scope of business process analysis for specific initiatives and projects.

**Significant say in decisions**

Recommendations and decisions in relation to implementing business process change.

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**F. CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*

**Internal**

Extensive liaison with Chief Officers, Heads of Department, Programme and Project Managers, Police officers and staff through formal programme and project boards, engagement workshops and feedback sessions, and in one to one engagement sessions as needed.

The post holder will be expected to maintain their own professional contacts within BTP to support proactive horizon scanning and ensure high levels on engagement with the business change activity across the Transactional Services Programme.

**External**

Engagement with suppliers and contractors as needed to obtain product and service information, clarify opportunities for product and service improvements, and obtain input and support for business change activity.

Contact with Home Office and Scottish Police Forces and other public sector agencies to gather benchmarking information, best practice and lessons learned and other insights into common process, services and products.

**G. REQUIREMENTS:** *The skills, knowledge, experience, qualifications and training required to perform the job.*

**Essential Criteria:**

**Qualifications and Training:**

Educated to degree level in business or equivalent experience

Lean or quality management accreditation

Project management qualification such as Prince 2 practitioner or MSP

**Experience:**

Experience of working in a change management environment

Experience of working on culture change projects and initiatives

Experience of process analysis and mapping

Proven experience of the delivery of business change with successful outcomes within a complex organisation

Proven experience of facilitation and design of new processes/methods and implementation within a business critical environment

Demonstrable experience of capability delivery projects that can be linked to business transformation

Experience of policy development and application

Experience of benefits management including both cashable and non-cashable benefits

**Skills:**

Excellent facilitation and engagement skills, including negotiation and influencing

Excellent written and verbal communication skills with the ability to gain commitment from a range of stakeholders

Working within a multi-functional team with the ability to use own initiative

High level of resilience and ability to work under pressure

Strong analytical capabilities, able to use numerical reasoning to determine solutions

High level of self-organisation and motivation

Able to use Microsoft office products including Word, Excel, PowerPoint and Visio to high level

Ability to clearly document processes using Microsoft Visio in accordance with business templates and guidelines

Ability to prepare guidance and training materials

**Knowledge:**

Knowledge of Lean principles and techniques including value stream mapping, 5S workplace organisation, and problem solving

Change management principles and methodologies

Understanding and awareness of political environments and confident in dealing with people at all levels both internally and externally

Clear understanding of benefits management tools and techniques and continuous improvement practice

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**Desired Criteria:**

**Qualifications and Training:**

Business Analysis qualification

**Experience:**

Experience of working for a police force

Supporting the delivery of transformational change in police or other emergency service

**Skills:**

**Knowledge:**

Police officer contractual arrangements and entitlements

- H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

You will be an innovative and self-motivated person, who is dedicated to the goal of improving process efficiency. You will have a strong service oriented, can do attitude.

You will be a strong communicator, with excellent interpersonal skills, be able to communicate in a clear manner and be able to flex your style appropriate to the audience. You will be able and willing to challenge at any level in an appropriate manner.

BTP is a national Force and this role will require travel across the country to meet with stakeholders, members of staff, management, and suppliers as needed.

**I. AUTHORISATION DETAILS**

Prepared By: Jo Whiting

Date: February 2019

Area Commander /FHQ

HoD: Rachael Etebar

Date:

Evaluation Panel:

Date:

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