

Job Description

A Post Details	
Job Title: Senior Business Analyst	Grade: Only state the grade if this an existing role otherwise leave blank
Department: Data and Insights	Division: Select Division
Reports to: Head of Insights	Contract Type: Temporary
Level of Vetting: Management Vetting	Numbers in Post: Enter numbers as per submission or org chart
B Purpose of the Post	
<p>The capacity planning tool is used by the force to determine the <u>capacity</u> needed to meet changing <u>demands</u> for its <u>services</u>. It will help to establish the maximum amount of work that BTP is capable of completing in a given period and the impact that external factors can have on that capacity. The tool will be able to highlight discrepancies between the capacity of BTP and the demands of its customers.</p> <p>The smarter working initiative and health check process are designed to critically analyze current ways of working in BTP and identify how departments and functions can become more efficient and effective. This will result in maximising the benefits of the tools and applications we have, making changes to processes, providing better information and data etc.</p> <p>The post holder will act as a conduit between these two areas of work, ensuring they remain abreast of what each other is doing, they benefit from each others work and ultimately they implement tangible improvements across the force. The Senior Business Analyst will feed information into the smarter working team that is utilised to define the scope and purpose of the health check activities, highlighting current gaps in capacity that could be considered. They will then take the findings and proposals from the health check process and utilise the capacity planning tool to identify the true organisational impact of delivery; reporting back on benefits and disbenefits and make recommendations on activities that should be implemented.</p>	
C Dimensions of the Post	
<p>Non-Direct: the postholder will influence the spend of portfolio in terms of the activities that will have the greatest positive impact.</p> <p>Non-Direct – the postholder will influence the efficiencies that could be made because of the benefits of implementing change</p> <p>The postholder will be required to work with complex data from various sources both internal and external</p>	

D Principal Accountabilities

To work alongside the Smarter Working Team to deliver effective changes across BTP that will either increase the organisational capacity or allow it to remain effective.

Design and provide a profile of data for the Smarter Working team that will form part of the departmental scope and build an understanding of the core operating model, resources, budget, performance etc

Provide the smarter working team with an insight into areas where organisational capacity is considered to be ineffective and support them in understanding how this can best be explored as part of a smarter working health check.

Design and implement an assessment process which allows the recommendations and findings from the smarter working initiative to be tested in terms of the impact they may have on effectiveness, efficiency and resource allocation.

Guide and advise the smarter working Business Analyst in terms of establishing the measurable benefits associated with agreed smarter working recommendations; ensuring that effective baselining to tracking of impact is undertaken.

Work closely with finance to identify the cost benefit of any efficiencies / recommendations gleaned from the demand analysis

E Decision Making

The postholder has a significant impact on the work and areas that are explored as part of the smarter working health check process, specifically relating to known areas of gaps in organisational capacity.

The postholder has a significant impact in the progressing of the findings of the smarter working health checks through capacity planning analysis and making recommendations around overall organisational impact.

F Contact with Others

Smarter Working and Data and Insights Teams

Acting as the gateway and conduit between both teams, ensuring a dialogue of information and that both sides have the information needed to be able to effectively undertake their roles.

Transformation, Programme Management and Programme Teams

Providing advice and guidance regarding the true and full organisational impact of proposals for change, ensuring that risks to the forces capacity to provide services is highlighted

Providing advice and guidance regarding the benefits that can come from proposals for change and how these might best be baselined and measured

Chief Officers, Divisional Commanders and Heads of Department

Present recommendations and findings from a capacity planning perspective, giving insight into those proposals for change that will be of most benefit to the force and allow sound decision making

Present the benefits and disbenefits that can be expected from proposals for change, providing evidence that is needed to back up and explain changes to efficiency and effectiveness and allow sound decision making

BTP employees

<p>Engagement with people across the force to gain insight into service requirements and customer demands and help to build the information picture required to make most effective use of the capacity planning tool</p> <p>The post holder will be expected to maintain their own professional contacts within BTP to support proactive horizon scanning and ensure the full use of the capacity planning tool across the force.</p>
<p>External</p>
<p>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.</p>
<p>Qualifications and Training:</p>
<p>Educated to masters level in data, economics based subject or equivalent experience</p> <p>Business Analysis Qualification</p>
<p>Experience:</p>
<p>Experience of undertaking organisational capacity planning and using this to inform change or investment decisions.</p> <p>Experience of working with a capacity planning tool to successfully extract data and inform recommendations that are made to the organisation.</p> <p>Experience of working in a change management or transformation environment</p> <p>Experience of establishing and measuring benefits of both cashable and non-cashable nature</p>
<p>Skills:</p>
<p>The ability to think and advise at both a strategic and tactical level.</p> <p>Excellent data analysis skills with the ability to interpret information and make conclusions at a strategic level that can aid effective decision making</p> <p>Ability to link data insights from demand tool into recommendations for change and financial value associated with that change</p> <p>Excellent written and verbal communication skills with the ability to confidently present findings and recommendations to senior managers and stakeholders and successfully get them to understand the information being provided</p> <p>A strong team player who is also capable of working alone and managing their own workload.</p> <p>Excellent interpersonal skills with the ability to build strong and effective working relationships across multiple teams and at all levels</p> <p>High level of resilience and ability to work under pressure</p> <p>Computer literate with the ability to effectively use Office 365 products</p>
<p>Knowledge:</p>
<p>Knowledge of capacity planning methods and tools and how these can be used to inform organisational change</p> <p>Knowledge of change and project management principles and methodologies</p>

<p>Understanding and awareness of political environments and confident in dealing with people at all levels both internally and externally</p> <p>Clear understanding of benefits management tools and techniques and continuous improvement practice</p>
<p>Desirable criteria:</p>
<p>Project management qualification such as Prince 2 or MSP</p> <p>Lean practitioner or equivalent</p> <p>Knowledge in economic research</p> <p>Experience of working for a police force</p> <p>Undertaking capacity planning within a police force</p> <p>Supporting the delivery of transformational change in police or other emergency service</p>
<p>H Additional Information</p>
<p>You will be an innovative and self-motivated person, who is dedicated to the goal of continuous improvement and building organisation capacity through the implementation of effective and efficient ways of working.</p> <p>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 to think at both a strategic and tactical level and willing to challenge at any level in an appropriate manner.</p> <p>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.</p>
<p>For Panel to complete only:</p> <p>Line Manager Approval: (this is only signed off when the line manager has approved the final version)</p> <p>Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)</p> <p>Date: Click or tap to enter a date.</p>

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission