

Job Description

A Post Details	
Job Title: Demand Business Analyst	Grade: Only state the grade if this an existing role otherwise leave blank
Department: Analytics and Insights	Division: Select Division
Reports to: Head of Analytics	Contract Type: Select Contract Type
Level of Vetting: Management Vetting	Numbers in Post: Enter numbers as per submission or org chart
B Purpose of the Post	
<p>The Business Analyst role will be responsible for gathering data relating to demand from a range of demands and functions within BTP. The postholder will use this data to inform modelling in the Capacity Planning Tool and will work with the Senior Business Analyst to identify areas of improvement across the force.</p> <p>The postholder will work with a range of stakeholders and subject matter experts to gain customer requirements for new data products and services.</p> <p>The Business analyst will be responsible for maintaining demand standards using the demand model and evaluating assumptions on a regular basis.</p>	
C Dimensions of the Post	
<p>Financial –Non-Direct Staff Responsibilities – None Staff Responsibilities – None</p> <p>The postholder will be required to work with large amounts of data from various sources both internal and external to inform strategic workforce planning and scenario modelling</p>	
D Principal Accountabilities	
<ul style="list-style-type: none"> - Responsible for conducting workshops, activity analysis and consultation with departments and the frontline to identify all strands of demand and time taken to complete these activities. - Manages the data collection and collation for ingestion into the Capacity Planning tool and makes sense of the information provided. Creates high level reports to inform on insight gained from the tool - Responsible for the analysis of a wide range of data sets from activity-based analysis, primary and secondary sources, data from a wide range of systems; HR systems, crime databases, incident data, external data such as footfall as well as data from specialised software such as Officer radio data, time in motion studies etc. Working closely with Insight Analysts and Data scientist develop the data to ensure accurate analysis through the Capacity Planning tool - Communicate analytical output of the demand profiling to the wider Data Science team and Senior Managers through effective reports and presentations and provide advice on significant results and inferences; detailing options for consideration and the potential impact of such options. - Specifies and documents business requirements as directed, ensuring traceability back to source. 	

- Works directly with stakeholders and Heads of Departments to prioritise requirements.
- Conducts reviews of demand strands each quarter to identify any change in demand assumptions.
- Responsible for creation of documents to present at Tactical Subject Matter Expert Boards to test and refine demand assumptions and at Strategic Board which is chaired by the Chief constable and include Authority members. Identifies and reports issues and risks associated with own work.
- Produce complex analytical products, papers and reports for the Data Science Delivery Manager and Head of Analytics.
- Maintains knowledge of developments in data science and demand modelling to be able to provide advice and guidance on best practise
- To take a lead role in identifying areas of data improvement and how utilisation of data science and automation activity could improve efficiency.
- Defines scope and business priorities for small-scale changes and may assist in larger scale scoping exercises.

E Decision Making

- Uses discretion in identifying and resolving complex problems and assignments.
- Makes decisions on what data collation exercise is required to meet the data gap in demand for an area of policing business
- Influences Strategic decision making in relation to workforce planning and resourcing implications because of analysis completed in Capacity planning tool
- Uses analysis to aid decision making for prioritization of projects and programmes of work makes decisions which may impact on the work assigned to individuals or phases of projects.

F Contact with Others

Liaison with Police officers and staff at all levels of the organization
 Heads of department – to set a plan for data collation and test assumptions
 Frontline – to collate data to inform demand modelling and test assumptions
 CID – to collate data to inform demand modelling and test assumptions
 Subject Matter Experts – to collate data to inform demand modelling and test assumptions
 Chief Officer Group – present findings of analysis

External

BTPA – to present findings
 Home Office Police forces – share best practice re demand modelling
 Rail Delivery Group (RDG) – to collate data which can help predict demand
 RSSB – to collate data which can help predict demand
 Home Office – to identify best practice for demand modelling
 DfT – to identify best practice for demand modelling

Qualifications and Training:
<p>An undergraduate degree in a relevant discipline, preferably with strong statistics, economics or analytical element</p> <p>Business Analysis qualification</p>
Experience:
<ul style="list-style-type: none"> - Strong experience of producing statistical and qualitative reports, both alone and as part of a wider team - Strong stakeholder management skills and ability to work with a variety of stakeholders to gather unknown data - Robust ability to process manage demand and conduct gap analysis for data points - Excellent experience of being able to execute data collection, collation and analysis - Strong experience in working with data to identify demand and resourcing insights - Proven analytical experience gained through work experience or educational background. - Trained and experienced in using Microsoft Office applications and databases and the use of big data. - Experience of analysing data using different types of data from a variety of sources. - Use of different IT systems to gather and analyse data and present the results. - Excellent written and verbal communication skills. Applicants must be able to demonstrate that they have skills in effectively producing a range of reports to a varied audience.
Skills:
<ul style="list-style-type: none"> - Excellent quantitative analytical skills - Ability to work with a variety of complex data sets including data collection, collation and analysis - The ability to work as part of a team and on own initiative - The ability to liaise with internal and external contacts to establish and develop a two-way exchange of information and data - Excellent verbal and written communication skills, with the ability to communicate effectively with a variety of audiences - The ability to synthesise and summarise complex information (including statistics) into a user-friendly format - Good report writing skills, including editing and proof-reading. - Strong IT skills, including working knowledge of Microsoft Word, Excel and PowerPoint and Power BI - Self-motivated with the ability to work under pressure while producing high quality work. - Good interpersonal skills and the ability to work effectively as part of a team. - Prioritisation skills to manage time and workload – the post holder must be able to evidence managing a demanding workload
Knowledge:
<ul style="list-style-type: none"> - Knowledge of both analytical and social science research methodology and statistics - Knowledge of UK policing environment - Knowledge of demand planning and / or modelling
Desirable criteria:

Further statistical training

Experience of carrying out demand analysis in a police force, criminal justice or government setting
Interest in visualization software (such Power BI) and/or statistical packages such as SPSS
Knowledge of the wider political and socio-economic factors that affect policing and the criminal justice system throughout the United Kingdom and internationally

H Additional Information

The role requires the collation of lots of different information which will be published to the public domain therefore this role requires a high level of attention to detail and understanding of the policing and the context in which it operates.

For Panel to complete only:

Line Manager Approval: (this is only signed off when the line manager has approved the final version)

Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)

Date: Click or tap to enter a date.

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