

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 Analyst (Single Online Home)	Current Grade:	TBC (Estimated B003) at Job Evaluation Panel
Department:	Digital Policing	Area:	FHQ – A Division
Reports To:	Project Implementation Lead	No of Posts:	1
Level of vetting:	SC	Post Number:	

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

As the Business Analyst for the Single Online Home project you will work with the Project Manager and Transition Manager to support the Project Implementation Lead in delivering a significant change project that will transform the way in which BTP and the public interact with each other.

You will support the delivery of the Single Online project by delivering 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.

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

None

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

- Act as a conduit between the business units, organisational stakeholders and project team.
- Investigate, analyse, review and document business functions included in the scope of the Single Online Home project
- Engage with subject matter experts internally & externally as needed to develop options for consideration by the Project Implementation Lead and 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.
- Identify Single Online Home business process improvement opportunities through horizon scanning and project benchmarking activities.
- Ensure sustained delivery of new process solutions and supporting business change.
- Liaise with staff at all levels within the relevant departments to assist with the change specification, ensuring that work is undertaken to appropriate timescales and identified standards.
- Produce relevant business analysis and change management documentation as needed to support process change, including change impact and readiness assessments as appropriate.
- 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.
- Champion Lean principles and challenge current operational delivery behaviours

E. DECISION MAKING:

Make decisions

The approach and scope of business process analysis tools and techniques for the Single Online Home project. Makes day to day decisions on problem solving, priorities etc.

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 departments, officers and staff.

External

Engagement with the Digital Policing Portfolio, 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.

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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 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:

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- Knowledge of Lean principles and techniques
- 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

Desired Criteria:

Qualifications and Training:

- Project Management qualification or relevant experience

Experience:

- Experience of working for a police force
- Experience of working in a public contact environment
- Experience of working on website development projects
- Supporting the delivery of transformational change in police or other emergency service

Skills:

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Knowledge:

- Knowledge of the Digital Policing Portfolio and Digital Public Contact programme aims and objectives

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, with 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: Eleanor Howard Date: September 2019

Area Commander /FHQ Supt. Chris Casey/Head of Digital Policing Date: September 2019

Evaluation Panel: Date:

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