

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:	Integrated Systems Business Analyst	Current Grade:	B003
Department:	Contact Management	Area:	
Reports To:	Core Operational Integrated Policing Systems Manager	No of Posts:	2
Level of vetting:	MV	Post Number:	

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

To support BTP's ongoing development of its Integrated Systems IT Platform and associated policing processes, using specialist business analysis skills and techniques, knowledge of the Integrated system and understanding of policing processes, to assess and develop requirements, identify existing or emerging capabilities on the system, and to develop proposals and prototype new solutions – working with Integrated Systems Business Leads and counterparts in other Integrated Systems Forces to deliver results. Provide a key role in the delivery and functional testing of new Integrated Systems releases, and in the resolution of current business issues or challenges. Provide an 'expert' advice function into the business, helping key stakeholders to understand the 'art of the possible' and to support ongoing innovation and continuous improvement within all process domains on Integrated Systems. Ensure that changes on the system are well designed and sustainable, adhering to the design principles that have been applied to date, e.g. refraining from unnecessarily complex customization of the system.

This role is pivotal to helping BTP get the most out of their investment in the Integrated Systems application by providing expert support into the on-going innovation of the system and associated processes.

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 supervision and development responsibilities towards the General Administrator team members within the Business Systems Management Team.

Any Other Statistical Data

Nil

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

- Responsible for the development of change proposals on Integrated Systems, for non-standard changes, working with Business Leads to develop understanding and flesh out requirements
- Responsible for specifying implementing and testing non-standard changes on Integrated Systems, ensuring that relevant help guides or training materials are properly updated – or for tasking these out to the admin team and overseeing delivery
- Responsible for impact-assessing new Integrated Systems releases, working with key stakeholders to understand how they could be implemented and identifying resources required (planning)
- Responsible for providing an internal 'system expert' function, advising key stakeholders on the 'art of the possible'
- Responsible for developing the General Administrators so they can expand their skills into analysis and non-standard change
- Responsible for delivering knowledge transfer into other teams during change
- Responsible for providing resilience to the General Administrator when required
- Responsible for providing an analysis function into other core systems when required to do so, in particular for ControlWorks
- Responsible for attending Integrated Systems Working Group meetings, deputising for the Core Operational Integrated Policing Systems Manager when required to do so
- Responsible for attending Minerva Meetings when required to do so, e.g. when the Business Lead and Core Operational Integrated Policing Systems Manager are unable to attend
- Responsible for building positive relationships with counterparts in other Integrated Systems Forces, to enable dialogue and exchange of ideas when considering changes or extensions of Integrated Systems functionality, and ensuring that 'best practice' is taken wherever possible and any lessons learned by other Forces are captured and built into planning
- Responsible for providing planning inputs (e.g. resource assessments) into the Core Operational Integrated Policing Systems Manager to help them deliver an over-arching delivery plan for Integrated Systems (roadmap of change)
- Travel is expected in this role, with 1 or 2 days per week (on average) spent in London or other BTP locations

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E. DECISION MAKING:

Make decisions

Must be capable of working effectively without close supervision

Responsible for making decisions on how best to approach a particular business change request, for example what level of engagement should be undertaken, whether to 'push back', whether different options should be developed, the extent to which the solution should rely on process or system change etc.

Responsible managing workload, and deciding when to prioritize and how to manage conflicting demands (within agreed tolerances)

Responsible for deciding when to raise risks or issues in relation to a particular initiative

Significant say in decisions

Responsible for influencing and guiding the development of strategy on the Integrated Systems application, the planning of future releases and the extension of new functionality.

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

Internal

Extensive engagement with key stakeholders in the business, especially the Integrated Systems Business Leads, in developing new proposals or planning extensions of functionality or new releases

Extensive engagement with key stakeholders in 'gatekeeping' the solution – pushing back on change where it is going against the grain of development philosophy or is ill thought through.

Engagement with end users in relation to particular issues or challenges, e.g. helping to resolve these or identify options for improvement

External

Engagement with counterparts in other Integrated Systems when evaluating, developing or planning delivery of change proposals

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

Essential Criteria:

Qualifications and Training:

Educated to degree level in a related field.

Business Analysis qualifications

Experience:

Strong business-focused Business Analyst with specific expertise and experience in Business Analysis and Requirements Development and Reporting

Experience of working with complex, Core Operational Integrated Policing Systems, enterprise level IT systems and processes in a large or medium sized enterprises, delivering proposals for significant business and system change within those environments

Experience of translating concepts or suggestions into practical, compelling and meaningful proposals which the Business can understand and take forward

Expertise in business process mapping and analysis working with people, process and technology on new solutions

Expertise in problem-solving in a collaborative environment, using vehicles like workshops and discovery sessions to build consensual solutions that people can get behind

Experience in planning change delivery, including resource planning and risk/issue management

Skills:

Business Analysis skills and use of structured Business Analysis methodologies.

Skills in Requirements Development and Reporting.

Strong skills in business and process analysis using best practice.

Skills in Systems Analysis, Data Modeling and/or Service Management.

Strong analytical, problem solving and negotiation skills.

Good planning and time management skills.

IT literate with experience of using MS Office applications.

Strong written, oral communication and presentation skills.

Ability to develop effective working relationships with police officers and staff at all levels, and strong interpersonal and collaboration skills.

Ability to work effectively in changing situations, shifting priorities and simultaneous demands.

The ability to work within a team to achieve agreed objectives, both as a leader and as a team member

Knowledge:

Knowledge of structured Business Analysis methodologies and best practice.

Knowledge of Requirements Definition and Reporting methods.

Knowledge of Systems Analysis, Data Modeling and/or Service Management

Desired Criteria:

Qualifications and Training:

Project Management qualifications, e.g. Prince II or MSP

Experience:

Experience of Police IT Systems covering Crime Management, Intelligence, Custody and Case business processes

Experience of formal testing methodologies, e.g. test plans and test scripts

Experience of Project Planning

Skills:

Application management experience for enterprise level applications, particularly work-management systems (e.g. configuration of roles, forms and workflows)

Knowledge:

Knowledge of policing and policing processes, organisation and regulations

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.*

I. AUTHORISATION DETAILS

Prepared By:

Date:

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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