

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	Current Grade:	B003
Department:	Technology	Area:	Force Headquarters
Reports To:	Senior Project Manager	No of Posts:	2
Level of vetting:	MV	Post Number(s):	TBC

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

To gather and present business requirements for various IT projects. To act as a conduit between the business units, organisational stakeholders and solutions delivery team. Liaise with key stakeholders to develop an understanding of, and document how the business is currently operating and its future requirements. Assist the business with identifying the best way to effect change in order to meet the organisation's business goals.

The methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The creation of viable specifications and acceptance criteria in preparation for the construction of information and communication systems.

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

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

None

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

Skills Framework for the Information Age

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT).

Strategy and architecture								
Business strategy and planning	0	1	2	3	4	5	6	7
Business process improvement								
Business change								
Business change management	0	1	2	3	4	5	6	7
Business analysis								
Requirements definition and management								
Relationship management	0	1	2	3	4	5	6	7
Stakeholder relationship management								
Solution development and implementation								
Systems development	0	1	2	3	4	5	6	7
Data analysis								

Strategy and architecture

Business strategy and planning

Business process improvement - Level 5: Ensure, advise:

- Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches.
- Contributes to evaluating the factors which must be addressed in the change programme.
- Helps establish requirements for the implementation of changes in the business process.

Business change

Business change management

Business analysis - Level 4: Enable:

- Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes.
- Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration.
- Identifies potential benefits, and available options for consideration.
- Works with clients/users in defining acceptance tests.

Requirements definition and management - Level 4: Enable:

- Facilitates scoping and business priority-setting for change initiatives of medium size and complexity.
- Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source.

- Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate.
- Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence.
- Manages requests for and the application of changes to base-lined requirements.
- Identifies the impact on business requirements of interim (e.g migration) scenarios as well as the required end position.

Relationship management

Stakeholder relationship management - Level 5: Ensure, advise:

- Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.
- Gathers information from the customer to understand their needs (demand management) and detailed requirements.
- Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems.
- Agrees changes to be made and the planning and implementation of change.
- Maintains contact with the customer and stakeholders throughout to ensure satisfaction.
- Captures and disseminates technical and business information.

Solution development and implementation

Systems development

Data analysis - Level 4: Enable:

- Investigates corporate data requirements, and applies data analysis, data modelling and quality assurance techniques, to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions).
- Provides advice and guidance to database designers and others using the data structures and associated components.

E. LEVELS OF RESPONSIBILITY: *This is a SFIA Level 4 Role*

- **Autonomy** - Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- **Influence** - Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- **Complexity** - Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.
- **Business Skills** - Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in

relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

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

Internal

Contact with officers and staff at all levels of the organisation

External

Contact with suppliers, consultants and Home Office personnel

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

Qualifications and Training:

Business Analyst Qualifications

Educated to degree level or equivalent experience

Experience:

Related business analyst work experience involved in large scale business transformation projects, and use of structured business analysis methodologies for multi-million pound projects.

Strong business focussed business analyst with specific expertise and experience in business analysis, requirements development and reporting.

Experience of working with different methodologies.

Experience of translating strategy and concepts into practical, compelling and meaningful documentation.

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

Knowledge:

Knowledge of structured business analysis methodologies and best practice

Knowledge of requirements definition and reporting methods

Skills:

Business analysis skills and use of structured business analysis methodologies

Skills in requirements developing and reporting

Strong skills in business and processes analysis using best practice

Strong analytical skills

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

BTP Framework

Business	0	1	2	3	4
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Negotiating				☐	
Planning and Organising				☐	
Problem Solving				☐	
Teamworking				☐	
Technical	0	1	2	3	4
MS Office Suite 2003 and 2010				☐	

Business

Customer Service - Level 3: Extensive Experience

- Explores and addresses the unidentified, underlying and long-term customer needs.
- Enhances customer service delivery systems and processes.
- Anticipates customers upcoming needs and concerns.
- Advocates on behalf of customers to more senior management, identifying approaches that meet customers needs as well as those of the organisation.

Decision Making - Level 3: Extensive Experience

- Considers the costs, benefits, risks, and chances for success, when making a decision.
- Seeks information about alternatives and chooses an option that meets a goal, solves a problem or avoids a risk.
- Approaches a complex task or problem by breaking it down into parts and considers each part in detail.
- Applies guidelines and procedures that leave considerable room for discretion and interpretation.
- Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information.
- As needed, involves the right people in the decision making process.
- Balances competing priorities in reaching decisions.

Effective Communications - Level 3: Extensive Experience

- Tailors communication (e.g. content, style and medium) to diverse audiences.
- Utilises skill in presenting information, analysis, ideas and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience.

- Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.
- Communicates equally effectively with all organisational levels.
- Understands others complex or underlying needs, motivations, emotions or concerns and communicates effectively despite the sensitivity of the situation.

Initiative - Level 3: Extensive Experience

- Maintains a level of energy and work activity to achieve goals.
- Actively seeks and identifies opportunities to contribute to and achieve goals.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organisational objectives in the near term.
- Identifies and acts on opportunities to improve organisational processes or outcomes.

Interpersonal Relationships - Level 3: Extensive Experience

- Diffuses confrontational situations; treats others with respect, patience, and consideration.
- Notices and accurately interprets what others are feeling, based on their word choices, voice tones, facial expressions and other nonverbal behaviour.
- Discusses subjects in a constructive manner, with all levels of staff.
- Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways.

Negotiating - Level 3: Extensive Experience

- Creates an open and constructive environment for negotiation and assures all parties that a fair solution will be attained.
- Persuades others to review their demands and change their original positions.
- Negotiates mutually acceptable agreements with all parties involved.
- Expresses ideas/solutions in an appropriate manner to overcome resistance, complaints and frustration from others.

Planning and Organising - Level 3: Extensive Experience

- Identifies varied resources needed (e.g. different types of expenditures; different skill mixes).
- Produces realistic and achievable work plans.
- Develops back-up plans to handle potential obstacles.
- Breaks activities into smaller components to facilitate completion.
- Renegotiates commitments or deadlines as circumstances dictate, ensuring no surprises at the expected completion.
- Evaluates the extent to which objectives have been achieved.

Problem Solving - Level 3: Extensive Experience

- Identifies optimal solutions based on weighing the advantages and disadvantages of alternative approaches.
- After implementation, evaluates the effectiveness and efficiency of solutions.
- Coordinates with others within his/her network, subject-matter experts and /or additional senior staff to interpret administrative policies, offer advice and solve related problems.
- Identifies alternate solutions, considering applicable precedents.

Teamworking - Level 3: Extensive Experience

- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.
- Makes outstanding efforts to help other team members.
- Fosters team spirit.

- Ensures that all group members have an opportunity to contribute to group discussions.
- Helps build consensus among team members.

Technical

MS Office Suite 2003 and 2010 - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

Prepared By:	Caroline Sparks	Date:	30 Nov 2015
Area Commander /FHQ HoD:	Kieran Murphy	Date:	30 Nov 2015
Evaluation Panel:		Date:	

Appendix: Legend



High priority



Normal priority



Low priority