

## Role Profile

<b>Job Title</b>	<b>Lead Business Analyst (Technical)</b>
<b>Location:</b>	<b>Colindale</b>
<b>Department:</b>	<b>DDaT Enablement Service</b>
<b>Directorate:</b>	<b>Strategy &amp; Innovation</b>
<b>Grade:</b>	<b>J</b>
<b>Type of Working</b>	<b>Hybrid – Colindale / Home Working</b>
<b>Reports to:</b>	<b>Digital Product Manager</b>

### 1. Job Purpose:

The Barnet Digital team is looking for an experienced technical business analyst to join us as we strive to improve resident experience and council operations across the borough. Your skills will be vital as we use both new and existing systems to deliver better services for both residents and council officers. This is a fast paced role, taking advantage of the latest developments and technologies to deliver and influence outcomes across a wide range of services.

As a technical business analyst you will lead deep dive business analysis of a range of council systems, including legacy instances across the entire technical stack.

You will work with teams and manage stakeholders across the authority to understand needs and requirements. You will take ownership to ensure development of new systems meets the strategic goals and technical operational needs of the organisation.

You will lead on new technologies such as AI and RPA and use your skills and experience to establish how these can be applied across and on top of our existing technology estate.

To lead the effective delivery of transformation activities, you will lead, and work in, multidisciplinary teams that have a common goal to improve and enable the Council to improve access to services and achieve the outcomes in Our Plan for Barnet, across a varied array of systems and services.

### 2. Key accountabilities:

- Leading on BA activity ensuring that improvements can be realised, and benefits and impacts measured. Work closely with the project and programme delivery teams during all stages of the product development project.

Caring for people, our places and the planet

- Contribute to the delivery of the Council's technology investment strategy by interrogating existing business processes and systems and identifying how and where new products and technologies can improve these.
- Ensure data and qualitative insight defines and communicates user needs and collaborate with subject matter experts to design solutions and strategic propositions.
- Ensure delivery of a high-quality user experience, including fit for purpose systems, and high standards of accessibility, availability, and excellent experiences for our residents and staff
- Produce project governance documents e.g. business cases, approval reports, risk profiles etc.
- Setting best practice and tools, working with colleagues e.g. developers, user researchers as well as product owners, break down user needs and requirements, prioritise them, estimate work effort, research possible solutions options.
- Produce and enforce development, delivery and quality standards and acceptance criteria for each project, service or product being developed.
- Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job and participating in multi-disciplinary cross-department and cross-organisational groups and project teams.

### **3. Financial Responsibilities:**

- The lead business analyst will have no direct budget of their own but through their work will influence the spending of the digital strategy budget of £2.7m.

### **4. Health and Safety Responsibilities:**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

### **5. Promotion of Corporate Values**

Caring for people, our places and the planet

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

**Caring / Learning to Improve / Inclusive / Collaboration**

**6. Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

**7. The Council's Commitment to Equality**

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

## PERSON SPECIFICATION

<b>Job Title</b>	<b>Lead Business Analyst (Technical)</b>
<b>Location:</b>	<b>Colindale</b>
<b>Department:</b>	<b>DDaT Enablement Service</b>
<b>Directorate:</b>	<b>Strategy &amp; Innovation</b>
<b>Grade:</b>	<b>J</b>
<b>Type of Working</b>	<b>Hybrid – Colindale / Home Working</b>
<b>Reports to:</b>	<b>Digital Product Manager</b>

Criteria	Essential/Desirable	Assessed by:
<b>Experience &amp; Knowledge</b>		
Designing complex systems that enable a progressive DDaT strategy, particularly through effective use of new technologies.	Essential	Application/Interview

Knowledge of existing and emerging Business analysis, tools and methods	Essential	Application/Interview
Deep systems understanding and the ability to quickly grasp benefits and issues on unfamiliar platforms	Essential	Application/Interview
Knowledge and understanding of collating performance related information and report compilation, analysing results and identifying interventions that ensure impact and benefit is measured	Essential	Application/Interview
Facilitating and collaborating with teams and stakeholders to help define the problem that needs to be solved, work through challenges, build consensus and enable good design decisions	Essential	Application/Interview
Understand new and emerging technologies and have an understanding of DDaT platforms and the importance of creating and managing inclusive services	Desirable	Application/Interview
Experience using analytics and data to design services based on user feedback, user research and other sources of information	Essential	Application/Interview

Working with stakeholders - tailoring information to their needs, whilst ensuring services are designed around the needs of those using them	Desirable	Application/Interview
Empowers the team, praises when job is well done, fosters cross team-working	Essential	Application/Interview
Able to identify dependencies in plans across services and coordinate delivery.	Essential	Application/Interview
Relevant experience in Business analyst or related role such as design research, systems design, business design, or interaction design	Essential	Application/Interview
Experience of project management, including the ability to coordinate several projects simultaneously and adapt to changing priorities	Desirable	Application/Interview
<b>Skill &amp; Ability</b>		
Identifies important milestones and secures the resources needed to achieve medium to long-term objectives, promotes and ensures use of effective business systems, premises and new technology	Essential	Application/Interview
Creates and implements new and innovative approaches to tackling problems, examines the cause of problems as well as symptoms. Uses evaluative judgement based on analytical and interpretive thinking to devise and implement, and improve services	Essential	Application/Interview

Caring for people, our places and the planet

Adapts communication style and frames messages to suit different audiences, identifies those who need to be informed and consulted.	Essential	Application/Interview
A broad range of digital principles, techniques and approaches, and the skill to deploy these appropriately.	Desirable	Application/Interview
Good level of ability to influence at all levels of the organisation – unafraid to constructively challenge	Desirable	Application/Interview
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
<b>Learning to Improve</b>		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
<b>Inclusive</b>		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
<b>Collaborative</b>		

Caring for **people**, our **places** and the **planet**

One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview