Tech Team - Business Analyst

District/Department	Tech Enabled Change Team	Rank/Grade	Band E

Role purpose:	
	The Business Analyst role is key in delivering project and analysis work for the Tech Enabled Change Team
	The Business Analyst will undertake project triage work for new projects to establish scope, deliverables, timeframes and resource requirements.
	They will work closely with stakeholders and subject matter experts to build a good working relationship, understand the needs of the business and the purpose for a project or piece of analysis.
	There is a requirement to conduct analysis to establish the appropriate resource levels and shift patterns to support demand for front line and back office colleagues.
	You will work with other members of the project team to assist with planning business analysis and wider project activities.
	The Business Analyst will use a variety of tools and techniques to elicit relevant data and information. Where required, process mapping and re-design work will enable cost savings and effective and efficiency ways of working.
	The Business Analyst will identify a range of benefits from the deliverables of projects and work with other members of the project team to document and deliver these benefits.
	They will identify and contribute to initiatives to develop the Business Analyst team and wider IT department.

Summary of main duties

Triage new projects, analysing the request to understand the problems, scope and desired outcomes.

Working with stakeholders to produce Problem Statements and reports to define project scope and analysis outputs.

Collect and analyse appropriate data to understand the workload and resource requirements for front line and back office functions.

Conduct research in respect of the development of the force's strategic and delivery plans, programme and projects. Use a variety of methodologies and research tools, including process mapping, recognised continuous improvement tools and techniques, and conducting focus groups with staff across the organisation.

Produce statistical information in support of the Force's strategic and delivery plans, programme and projects.

Use relevant tools and techniques to identify and implement efficiency, effectiveness and cost saving opportunities as part of project or analysis work.

Undertake process redesign analysis and implementation activities using a variety of appropriate tools and techniques ensuring relevant quality and audit standards are taken into account.

Support project progress, ensuring that the timeliness/quality are adhered to and that slippage is kept to a minimum by rescheduling resources and negotiating timescales as necessary, bringing to the attention of the Project Manager those issue which require further attention.

Document a detailed plan of activities, deliverables and timescales for assignments. Liaise with other members of the Business Change Department and stakeholders to incorporate this into an overall project plan

Provide day to day assistance and support, as directed, associated with the planning and monitoring of projects to ensure that they are implemented on time in accordance with the project plan.

Produce comprehensive written reports, including accurate and timely statistical management information and relevant findings, as well as project status updates and significant issues requiring resolution.

Attend meetings to discuss issues regarding project progress/implementation and take action when required.

Use relevant data to assist in the production of shift patterns and recommendations.

Using analysis, identify and document potential project benefits and liaise with the Benefits Realisation Officer.

Assist in the maintenance of an audit trail of information and its source to ensure the accuracy, quality and integrity.

Identify and contribute to initiatives to develop the Business Analyst team and wider IT department.

Liaise with internal departments/units, districts, senior managers, other forces and external bodies such as government departments to facilitate delivery of the project/programme and maintain an understanding of local and national policing issues including external inspection activity.

May be required to work outside normal working hours and travel around and outside of the force area.

Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Competencies/behaviours

*Please access the College of Policing website (via Google Chrome) and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.*

Competency https://profdev.college.police.uk/professional-profile/police-constable/	CVF Level **Level 1 – Practitioner** **Level 2 – Supervisor/Middle Manager** **Level 3 – Senior Manager/Executive**
We are emotionally aware	Level 2
We take ownership	Level 2
We are collaborative	Level 2
We deliver, support and inspire	Level 2
We analyse critically	Level 2
We are innovative and open-minded	Level 2
Core values for ALL employees:	
Integrity Impartiality	Public Service Transparency

Education, Qualifications, Skills and Experience (Outline the skills and educational and qualification

requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)
Essential Criteria:
Experience of research design/methodology and business analysis tools and techniques.
Educated to Degree Level in an appropriate subject matter area or equivalent work experience.
Excellent written and verbal communication skills in order to elicit, collate and assimilate information and manage stakeholders.
Ability to plan and prioritise own work in order to ensure that tasks are completed accurately within specified time scales.
Knowledge of calculating resource requirements to meet the demands of the Force.
Desirable Criteria:
Awareness of concepts and principles of project management methodologies e.g. Prince 2

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