London Borough of Tower Hamlets

Job Description

JOB TITLE:	Transformation Business Analyst
GRADE:	K
POST NUMBER:	
DIRECTORATE:	Childrens Services
SERVICE:	Early Help & Children & Family Service
RESPONSIBLE TO:	Service Development Manager
RESPONSIBLE FOR:	Supporting the matrix management of project teams
	Enhanced DBS Check Is the post politically restricted? – No
JOB SUMMARY:	The Family Hub transformation programme is a £4.2m 3-year transformation programme with yearly funding dependent on specific deliverables. The programme is a government funded initiative delivered by Local Authorities, the objectives are to join up and enhance services for families from conception to age 25 for young people with Special Educational Needs and Disabilities; and to empower parents to give their children the best start in life. The Transformation Business Analyst role will support the effective delivery of transformation activities and work on distinct pieces of business analysis within the Family Hubs programme. The post holder will undertake work at all stages of the project lifecycle and across the full range of council functions. To undertake work of a complex nature working across a variety of different disciplines at both corporate and service level. This will involve different types of analysis ranging from designing operating models, organisational designs, financial modelling, process re-engineering and information gathering.

ROLE REQUIREMENTS:	
1.	To identify, analyse and propose innovate and feasible solutions for transformation of service delivery, drawing on best practice in other organisations to develop and assess options and solutions. This will include modelling options and their development.
2.	Develop and maintain understanding of business issues, and data challenges across the council's transformation portfolio and within the scope of any assignment.
3.	Identify and analyse costs associated with current and proposed service models for inclusion within proposals, alongside key stakeholders.
4.	Support project managers in the development of business cases for the Family Hubs programme by identifying, quantifying and validating business benefits, cost and risks, as required.
5.	Lead project workshops, working with staff at multiple levels across the Council.
6.	Create, review, and edit designs, requirements, specifications, business processes and recommendations related to transformational projects.
7.	Deliver within time, cost and scope constraints.
8.	Conduct business process mapping and redesign in order to map the current and desired processes to support the programme.
9.	To identify key stakeholders, ensuring that their needs are understood and that they are kept informed and involved.
10.	To develop a sound knowledge of affected business areas and the effect of any proposed changes.
11.	To contribute to progress reports, providing accurate and timely information.
12.	To apply a range of recognised business analysis tools and approaches in complex project environments to achieve successful outcomes including designing new programmes and developing robust business cases.

13.	To build and maintain relationships with staff at all levels from across the council, and external stakeholders as appropriate, in order to achieve agreed objectives.
14.	To present complex issues to a variety of audiences across the council and externally in written, visual and verbal formats, being persuasive to secure engagement.
CORPORATE RESPONSIBILITIES	
15.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
16.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
17.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
18.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
19.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
20.	Actively participate in service / team activities, having regard to the council's corporate priorities and outcomes, as set out in the Strategic Plan.
21.	Continuously improve systems and processes and, as part of our Smarter Together Transformation programme, modernise our core support and enabling functions to improve effectiveness and efficiency
22.	Promote and actively participate in the programme of service reviews and transformation projects to improve the council's operational effectiveness.
23.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.

24.	Deputise for the Senior Transformation Business Analyst as required.
25.	To contribute to the development of business analysis techniques and practices within Corporate Strategy, Improvement and Transformation and across the council, disseminating best practice through development of toolkits and mentoring.
PEOPLE	
26.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
27.	Work with managers to establish clarity around expected outcomes and standards, with clear lines of accountability.
28.	Promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.
FINANCE	
29.	Work with management to ensure services that are delivered or procured represent value for money.
SERVICE	
30.	To carry out all duties in line with the Council's Standing Orders, Financial and Procurement Regulations and Constitution.
31.	To play an active role individually and as part of the team in identifying and implementing improvements to the quality and efficiency of the Corporate Strategy, Improvement and Transformation service.
PERFORMANCE	
32.	To meet relevant performance targets in the council's strategic plan and service plans. These will be agreed with the postholder as part of the My Annual Review process.
OTHER CONDITIONS: To carry out other duties and responsibilities commensurate with the level of the post as directed by the Corporate Director/Director/Head of Service.	

Person Specification for the Post of Transformation Business Analyst		Essential (E)or Desirable (D) (if applicable)	Method of AssessmentA= Application Form T= Test I= Interview
Knowledge	• Knowledge across a range of specialist disciplines such as business case writing, summarising of complex process and technical designs, financial models and target operating models	E	A/I/T
	• Good knowledge of business process redesign in a local authority setting, and in practice.	E	A/I/T
	• Knowledge of developing business cases and financial models for projects (ROI, cost/benefit)	E	A/I/T
	• Sound knowledge of MS Office including Word, Excel, PowerPoint and Visio	E	A/I/T
Qualifications & Experience	• Experience of the application of business analysis techniques and approaches within large organizations,with successful service redesign outcomes and in collaboration with stakeholders.	E	A/I/T

	Experience dealing with managers and staff at a range of levels and an ability tobuild relationships at all levels in order to achieve agreed objectives	E	A/I
	• Evidence of and ability topresent complex issues to a variety of audiences in written and verbal formats	E	A/I
	• Able to reflect on information, define thekey issues and reach logical conclusions	E	A/I/T

Living the TOWER Values sets out the essential behaviours required of all staff. **They are aligned to the organisation's five TOWER Values**			
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	**Building relationships** Must be able to lead and support positive working relationships across the council and with partners to optimise outcomes. **Collaborating** Keep abreast of changes in the external environment which impact on delivery and seek collaborative solutions to achieve the best outcomes	E E	A/I A/I
We are **OPEN** and transparent	**Managing change** Strongly facilitate with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets **Being approachable** Must be approachable and seek regular internal and external feedback from people to improve how they do things and shape strategy and organisational improvement	E E	A/I A/I
We are **WILLING** to challenge, innovate and be accountable	**Being accountable** Take accountability for leading the organisation in being ambitious and delivering high standards **Improvement and Innovation**	E E	A/I A/I

	Encourage innovation and commit resources for entrepreneurial ideas to achieve better outcomes		
We empower each other to be **EXCELLENT** and go the extra mile	**Having purpose & personal motivation** Drive others to get excited about Tower Hamlets purpose, strategy, values and goals and how they can make a difference **Being empowered** Be able to delegate decision-making where appropriate, whilst supporting and managing organisational risk	E E	A/I A/I
We **RESPECT** all communities, they are the heart of everything we do	**Learning from customers** Use customer data to shape strategic direction of the organisation to optimise outcomes **Respecting diversity and being inclusive** Seek ways to harness the opportunities presented by the diverse workforce and community	E E	A/I A/I
Additional Requirements	Willingness to work outside of contracted hours in the evenings and weekends subject to notice. To comply with the requirement to carry out a DBS check on this role. To comply with the requirements relating to political restrictions for this role.		