

Kent County Council

Job Description: Business Analyst – Benefits Realisation

Directorate	Children, Young People and Education
Unit/Section	CY EHPS - Management Information and Intelligence
Grade	KR12
Responsible to	Assistant Director - Management Information & Intelligence

Job Purpose

The Business Analyst will be responsible for identifying, tracking and monitoring the benefits of the projects that fall within the Special Education Needs and Disabilities (SEND) Transformation Programme. Currently within the Safety Valve programme this accounts for approximately 50 projects and following the issuing of the Improvement Notice from the Department for Education this will now include projects from KCC's partners in Health and Education as part of the Accelerated Progress Plan. The programme is of critical importance, both in terms of the need to achieve the right outcomes for children and young people with SEND, the improvement requirements set by the Department for Education and to manage the financial pressures KCC is currently facing.

The programme has been operational since September 2022, and there are numerous projects within the programme in various stages of delivery. The focus will be on benefits management, to understand the anticipated impacts and benefits of projects to ensure that KCC meets its objectives. The post holder will be working alongside the existing programme team, Finance, Analytics and the Management Information to track and evidence the benefits, provide assurance reporting and develop processes to support and govern benefits realisation.

Accountabilities

- Work alongside project managers and teams both internally and with our partners to help identify, quantify, track, evaluate and report on both quantitative and qualitative benefits for over 50 projects, capturing this in reporting which will be used to update the DfE, Multiple SEND Boards and the Senior Leadership team
- Create a consistent approach to benefit management across the SEND Transformation programme, ensuring projects are aligned to workstreams and the strategic direction of the programme.
- Work alongside project leads to create impact measures for each project which align with the pre-identified KPIs or create new ones where necessary to enable decision makers within KCC to have an overview of the activity and make choices on which projects to accelerate, pause or stop. Working within Management Information and Intelligence and collaboratively with Finance, Analytics and the Programme Team to ensure benefits management complements wider work on analysis/monitoring of KPIs, evaluation and

financial benefits realisation to provide a complete picture of the impact of the work underway within the services.

- Develop and manage the processes for capturing and reporting the benefits to ensure that they are visible to senior stakeholders to support and govern benefits realisation, identifying any risks and issues from the reporting which will be assessed at the SEND boards and at Strategic Reset Programme Board to help prioritise projects within the programme are divert resources to where they are required. Use judgement and expertise to escalate key risks at the appropriate boards and with individual stakeholders which will allow corrective action to be taken and progress to be maintained.
- Responsible for defining clearly the problems that the projects are trying to address and finding the right method and impact measures to track the benefits for an array of projects that cover multiple subject areas and coaching individuals, predominantly project leads but this can also to think and identify the benefits within their projects to enable this approach to be sustained.
- Attend relevant project and programme boards to provide updates and assurance on the progress being made, raise any risks that may prevent benefits from being achieved, and provide expert advice to support the delivery of the programme. This will ensure that projects continue to deliver and the targets set by the Dfe and KCC are met.
- Document assumptions that feed into benefits modelling and provide help and advice to project leads when developing benefits baselines and business cases

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Business Analyst – Benefits Realisation

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	Criteria
Qualifications	<ul style="list-style-type: none">• Educated to Degree level or relevant experience
Experience	<ul style="list-style-type: none">• Experience working as a Business Analyst proven experience in a relevant field/domain• Previous experience applying the processes and techniques to manage, evaluate and realise benefits• Pulling together plans and outcome reporting to highlight both the benefits, gaps and risks within projects• Proven record of stakeholder engagement, working across teams and reporting to senior managers and directors• Experience working in a complex fast-paced environment with a broad scope of work• Turning complex projects outcomes into simple measures
Skills and Abilities	<ul style="list-style-type: none">• Application of structured approaches to identify, track, measure and evaluate benefits• Ability to work in a fast-paced environment and be flexible and use the most appropriate tools and techniques• The ability to identify qualitative and quantitative business benefits and create meaningful measures to assess the impact of changes• Stakeholder relationship management, from working with individuals to facilitating workshops• Persuasive communication skills to influence and gain buy-in• The ability to work alongside project leads and provide advice and coaching• The ability to challenge existing practices and processes and highlight activity that needs to be prioritised or paused• Capable of supporting individuals in building a business case and putting together project plans• The ability to understand the strategic objectives of the programme and to bring a positive approach to change among project leads

	<ul style="list-style-type: none"> • The ability to report clearly to stakeholders both internally and externally • Self-motivated and comfortable with ambiguity
Knowledge	<ul style="list-style-type: none"> • Knowledge of benefits management and realisation • Familiar with a range of tools and methods to identify project benefits • Knowledge of Microsoft products and reporting software
Kent Values and Cultural Attributes	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>

Organisational Responsibilities

All Corporate Directors, Directors and Heads of Service have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows

Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's Looked After Children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code)
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies

Embedding Commissioning and Engaging Relevant Markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance
- Deliver to agreed budget and income targets