

Kent County Council

Job Description: Digital Business Analyst

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| Directorate | Deputy Chief Executive's Department |
| Unit/Section | Technology/Digital |
| Grade | KR11 |
| Responsible to | Digital Programme Manager |

Job Purpose

The postholder will investigate digital business problems which could be solved using process improvement and digital services, and recommend actions focused on improving efficiency and effectiveness. They will take responsibility for investigative work to determine business/customer requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change.

They will seek effective digital business solutions through improvements in automated and non-automated components of new or changed processes for customers, and obtain formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements.

Accountabilities

1. Work with colleagues at all levels (within the Technology, Digital, MRX and service areas) to investigate and model business functions, processes, and information flows, using various methodical and consistent techniques.
2. Apply available digital standards, methods and tools in an intelligent and effective way and produce a consistently high standard of documentation of a descriptive nature. Select the most appropriate means of representing digital business requirements in the context of a specific change initiative. Drive the requirements elicitation process where necessary, identifying what stakeholder input is required. Develop and manage defined communication channel(s) and/or stakeholder groups, proactively seeking to identify potential demand and assisting in the creation of the business case.
3. Plan, arrange and facilitate client/user meetings, including internal, external and senior stakeholders, and present issues and solutions both orally and in writing.
4. Work with digital user researchers, service designers, and service teams to analyse user journeys, and design enhanced customer centric digital services. Source, collate and analyse data to evidence decision making when assessing solutions, and particularly related to minimum viable products.
5. Select appropriate techniques for the elicitation of detailed requirements taking into account the nature of the required changes, established practice and the characteristics and culture of those providing the requirements.

6. Investigate, document and analyse current complex digital business processes which could span across services and directorates; identify the organisational units which undertake, and support the digital business processes. Identify alternatives, assess feasibility and recommend new approaches.
7. Maintain awareness of modelling techniques and select appropriate modelling techniques for meeting assigned objectives, and model current and desired future digital scenarios as directed.
8. Capture and translate business and customer needs through a range of analysis techniques into functional and technical requirements to create innovative digital solutions.

Footnote: This job description is provided to assist the job holder to know what his/her 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: Digital Business Analyst

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 |
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| Qualifications | <ul style="list-style-type: none">• Educated to Degree level or extensive relevant experience• Foundation Certificate in Business Analysis |
| Experience | <ul style="list-style-type: none">• Proven experience in a business analyst role or in a similar or transferable role• Experience of process modelling |
| Skills and Abilities | <ul style="list-style-type: none">• Business analysis – using structured approaches to identify, investigate, analyse and communicate complex business issues and opportunities.• Business process testing• Requirements definition and management• Stakeholder relationship management• Business process modelling (BPMN/UML)• User experience analysis• Excellent communication skills both verbally and written. |
| Knowledge | <ul style="list-style-type: none">• Agile tools - An understanding of agile tools and how to apply them.• Business modelling – knowledge of basic techniques. |
| Behaviours and Kent Values | <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 |