



Job Description

Job Title:	Business Analyst
Directorate/Team:	Bus Reform
Location:	16 Summer Lane or other site/location
Responsible to:	Bus Reform Programme Manager
Responsible for:	0
Key working relationships: (internal)	All associated organisational functions supporting Bus Franchising
Key working relationships: (external)	All associated stakeholders supporting Bus Franchising

Purpose of the Post

The Business Analyst (BA) is a key role in delivering business outcomes by providing the link between customers / service users and the Bus Reform Programme. The post will identify ways of working and process flow opportunities, converting business requirements into technical requirements by acting as a 'translator' and influencing both technical and business change. The position plays a key role in developing the architecture required to deliver Bus Franchising.

Accountabilities

- Work as part of the wider Business Analysis Team to ensure business requirements are optimised and accurately converted to technical requirements
- Produce end-to-end, customer facing business process models (including As Is, To Be and transitional states) and optimise them to support Bus Reform Programme

Responsibilities

Strategic

- Use data modelling to create and analyse suggestions for strategic and operational improvements and changes, identifying potential areas of automation from re-engineering the underlying business processes.
- Evaluate internal functions, business development strategies, and IT processes in order to recommend business and process flow improvements.
- Provide an active internal consultancy in Business Analysis
- Support the Project Manager in creating and maintaining standards and ways of working, to ensure that all business and technology decisions are aligned & optimised

People

- Understand the organisation's ecosystems and its inter-dependencies in order to support and maintain business analysis principles, policies and standards adopted across the organisation.
- Maintain knowledge of the latest Business Analyst skills, tools and ways of working, identifying emerging trends and their opportunities and potential impact on WMCA
- Take a holistic view across all domains, portfolios, programmes and projects to enhance the Business Analysis community and promote reuse, sustainability and scalability to achieve value for money.

Operational
<ul style="list-style-type: none"> Collect, understand and document business requirements and translate these into functional specifications and detailed test plans, ensuring the organisation's requirements are understood and delivered by suppliers. Perform route to market and implementation planning activities. Ensure plans are in place and processes are created to evaluate the impact of all changes made. Ensure solutions are tested and signed off by the business adequately prior to implementation and ensuring benefit and value realisation post implementation. Work with project stakeholders to understand and investigate feedback Contribute to the strategy to improve Bus Reform Programme ways of working, optimise business operations and setting the direction and approach for integrating information applications and programmes
Financial
<ul style="list-style-type: none"> N/A
Other
<ul style="list-style-type: none"> Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience	E	D	A*	I*	T*
Proven BA experience.	X		X	X	
Work within a team of Business Analysts on a range of varying sized projects.	X		X	X	
An understanding of and appropriate experience in the full Business Analysis role in project lifecycles including Pre-Project, Scoping, Estimating, Mapping, Stakeholder Analysis, Requirements Gathering, Solution Analysis, Product Analysis, User Acceptance Testing and Release Management.	X		X	X	
Experience of business process modelling and optimisation tools and techniques.	X		X	X	
Supporting transition from the As-Is position to the To-Be state, identifying the approach to be taken.	X		X	X	
Proven experience of identifying potential solutions and appropriateness of emerging technologies	X		X	X	
A track record of building rapport and excellent relationships with a range of stakeholders to ensure a user centric experience and deliver planned business outcomes.	X		X	X	
Experience at identifying & ensuring exploitation of opportunities and evaluating and mitigating issues & risks	X		X	X	
Substantial experience of working on large scale projects		X	X	X	
BA experience in implementing Enterprise Resource Planning systems.		X	X		
BA experience in implementing data warehouse / data lake and reporting solutions.		X	X		
Skills / Knowledge	E	D	A*	I*	T*
Excellent analytical skills.	X		X	X	
Excellent written communication skills.	X		X		
Excellent verbal communication & interpersonal skills.	X			X	

Ability to articulate technical solutions to both technical and non-technical people.	X		X	X	
Ability to identify & resolve issues experienced by both customer leads and end users.	X			X	
Ability to work under broad direction within challenging and unpredictable environments, influencing strategic decision making.	X			X	
Able to work on concurrent schedules with tight deadlines, delivering on time, to budget and to scope.	X			X	
Project management skills.		X	X		
Qualification / Education / Training	E	D	A*	I*	T*
A-level or equivalent.	X		X		
Business Analysis certification.		X	X		
Membership of a professional body associated with Business Analysis.		X	X		
ITIL, COBIT 5, Management of Value experience and qualifications.		X	X		
Portfolio/ Programme/ Project Management skills and qualifications.		X	X		

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.

	Problem Solving	Go for clear and simple whenever possible.
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Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
		SP32-SP36	