

Job Description

Job Title:	Business Analyst
Directorate/Team:	Technology & Insight
Location:	16 Summer Lane with at least 2 days a week spent in the office
Responsible to:	Lead Business Analyst
Responsible for:	0
Key working relationships: (internal)	Product leadership, service owners, operational teams, design, data, engineering, delivery, commercial and policy teams
Key working relationships: (external)	Suppliers, delivery partners, research agencies, and other public and private sector stakeholders

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 WMCA, working across the business and with external partners to deliver Business Analysis capability. The post acts as a 'translator' to identify enhanced ways of working and process opportunities, capturing business requirements and solution benefits to inform both organisation ways of working and technical specifications. The Business Analyst will engage with stakeholders to envisage and document new solutions and/or improvements to existing solutions, that deliver value to customers. The position plays a key role in ensuring that WMCA continually develops and maintains a strong relationship between the Technology & Insight Team and the wider business.

The BA will work with stakeholders to enhance capability through activities such as end-to-end customer journey mapping, designing business process models, and requirements gathering and documentation. The BA will provide internal consultancy in Business Analysis, driving joined up lean systems thinking to deliver business enhancements.

Accountabilities

- Working as part of the wider Business Analysis Team to ensure business requirements are captured to inform both business and technical requirements.
- Supporting the Technology & Insight Team in creating and maintaining a Business Analysis strategy, setting standards and ways of working through scalable and workable joined-up solutions, to ensure that all business and technology decisions are aligned.
- Understanding the organisation's ecosystems and its inter-dependencies to support and maintain the business analysis principles, policies and standards adopted across the organisation
- Creation of Business Analysis roadmaps from a business and technology perspective, including 'as-is', 'to-be' and transitional states. Working closely across all areas of the organisation to ensure optimal design and interoperability.
- Maintaining knowledge of the latest Business Analyst skills, tools and ways of working, identifying emerging trends and their opportunities and potential impact on WMCA.
- Taking a holistic view across all domains, portfolios, programmes and projects to enhance the Business Analysis community; promoting reuse, sustainability and scalability to achieve value for money.

Responsibilities
Strategic
• Evaluating internal functions, business development strategies, and IT processes to recommend business and process improvements. • Contributing to the strategy for improving current digital ways of working, optimising business operations, and setting the direction and approach for integrating information applications and programmes. • Using data modelling practices to analyse findings and create suggestions for strategic and operational improvements and changes. • Identifying potential areas of automation in reengineering underlying business processes. • Ensuring benefit and value realisation post implementation. • Performing Business Analyst activities across WMCA systems from requirements gathering through to implementation and benefits realisation. • Work flexibly and with integrity to meet the needs of the WMCA and the Digital and Data function.
People
• Working with project stakeholders to understand and investigate feedback relating to identified services, functions, or products throughout evaluation, design, and implementation. • Supporting the Lead Business Analyst and working with other members of the business as and when required to deliver a customer-centric service. • Enhancing employees' Business Analysis knowledge and skills for future organisational growth.
Operational
• Collecting, understanding, and documenting business requirements. • Translating business requirements into functional specifications and detailed test plans. • Ensuring organisational requirements are understood and delivered by suppliers. • Ensuring plans are in place and processes are created to evaluate the impact of all changes made. • Taking responsibility for overseeing and enhancing change evaluation processes. • Ensuring systems are tested and signed off adequately by the business prior to implementation. • Managing requirements gathering, route-to-market activities, implementation, and delivery across WMCA systems.
Financial
• Supporting budget management activities and ensuring compliance with financial regulations. • Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
Other
• Ensuring the impact of changes is evaluated and monitored. • Overseeing supplier delivery against business requirements. • Supporting organisational continuous improvement initiatives. • Ensuring business readiness, quality assurance, and implementation governance throughout project lifecycles. • Represent the WMCA in a professional manner. • Undertake 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?		
Experience	E	D	A*	I*	T*
At least 2 years' experience of working as a Business Analyst or sufficient time working on large-scale projects	X				
Working within a team of Business Analysts on a range of varying sized projects	X				
Experience in the full Business Analysis lifecycle including Pre-Project, Scoping, Estimating, Mapping, Stakeholder Analysis, Requirements Gathering, Solution Analysis, Product Analysis, User Acceptance Testing and Release Management	X				
Supporting execution from the As-Is position to the To-Be status, identifying the approach and methodologies within a clearly defined business case	X				
Proven experience of identifying potential solutions and appropriateness of emerging ways of working and technologies, driving benefits from these opportunities	X				
Experience in using Business Analysis and Process Mapping tools	X				
Experience improving decision-making processes and supporting the introduction of enhanced and new digital systems	X				
Proven track record of building rapport and excellent relationships with a range of stakeholders to ensure a user-centric experience	X				
Experience in process design aligned to product and customer experience (CX) design to deliver business outcomes through enhanced digital ways of working	X				
Demonstrable experience identifying, evaluating, weighting and mitigating issues and risks	X				
Experience identifying and resolving issues experienced by customer leads and end users	X				
Experience delivering work to budget, scope and deadlines across concurrent projects and schedules	X				
Solution Architect experience		X			
Business Analysis experience implementing customer-facing dynamic systems		X			
Business Analysis experience implementing Microsoft 365 solutions		X			
Business Analysis experience implementing Enterprise Resource Planning (ERP) systems		X			
Business Analysis experience implementing data warehouse, data lake and reporting solutions		X			
Business Analysis experience implementing automated services		X			
ITIL, COBIT 5, Enterprise Architecture and Management of Value experience		X			
Portfolio / Programme / Project Management experience		X			
Skills / Knowledge	E	D	A*	I*	T*
Excellent technical, analytical and project management skills	X				
Strong communication and interpersonal skills	X				
Passion for Business Analysis, with knowledge of Business Process Management, Process Mapping, Modelling and Optimisation methodologies, tools and techniques	X				
Strong understanding of the full Business Analysis lifecycle	X				
Focused approach to strategic alignment of business process design and integration to support business growth	X				
Ability to assess emerging technologies and identify opportunities for business improvement	X				

Ability to improve decision-making processes through analysis and digital solutions	X				
Ability to build and maintain effective stakeholder relationships	X				
Ability to articulate technical solutions to both technical and non-technical audiences	X				
Strong issue and risk management skills	X				
Ability to work under broad direction in challenging and unpredictable environments while influencing strategic decision-making	X				
Ability to work independently or collaboratively across multiple priorities	X				
Excellent verbal and written communication skills	X				
Qualification / Education / Training	E	D	A*	I*	T*
A-level or equivalent	X				
Business Analysis certification or proven experience working at this level	X				
Related business or technical qualifications that support or underpin Business Analysis work.	X				
Membership of a professional body associated with Business Analysis		X			
ITIL, COBIT 5, Enterprise Architecture, Management of Value qualifications		X			
Portfolio / Programme / Project Management skills and qualifications		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.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
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	
Collaborative	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.

Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.
Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.

Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
Position Reference	CA11785, CA11819, CA12243, CA12514, CA12518, CA11954, CA13410, CA12192, CA13170		