



## Job Description

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| <b>Job Title:</b>                               | Business Analyst                                                                                                                                                                                           |
| <b>Directorate/Team:</b>                        | Portfolio Management Office (PMO)                                                                                                                                                                          |
| <b>Location:</b>                                | 16 Summer Lane or other site/location                                                                                                                                                                      |
| <b>Responsible to:</b>                          | Head of Programme - Transformation                                                                                                                                                                         |
| <b>Responsible for:</b>                         | -                                                                                                                                                                                                          |
| <b>Key working relationships:</b><br>(internal) | Transformation core design team – SRO – Senior Responsible Officer, Organisation Design Lead, Asst. Organisation Design, People & Culture Lead, Project Manager. Wide range of stakeholders and functions. |
| <b>Key working relationships:</b><br>(external) | All associated stakeholders supporting Transformation.                                                                                                                                                     |

## Purpose of the Post

To support the organisation in delivering its strategic objectives by identifying business needs, analysing processes, to support the recommendation effective solutions. The Business Analyst will act as a key link between stakeholders and delivery teams, ensuring that business requirements are clearly understood, documented, and translated into actionable outcomes that drive organisational improvement and efficiency.

## Accountabilities

- Deliver high-quality, consistent business analysis across projects, programmes, and operational initiatives
- Ensure business needs are accurately captured, documented, and aligned with organisational priorities
- Support delivery of change initiatives through effective analysis, stakeholder engagement, and solution design
- Drive continuous improvement in processes, systems, and ways of working
- Maintain strong and collaborative relationships with stakeholders across the organisation
- Ensure compliance with governance standards, policies, and best practice in all analysis activities

## Responsibilities

### Strategic

- Support the development of strategic initiatives through research, analysis, and insight
- Contribute to business cases, options appraisals, and decision-making processes
- Identify opportunities for innovation, efficiency, and service improvement
- Ensure analysis activities are aligned to organisational goals and priorities

### People

- Build effective working relationships with internal and external stakeholders
- Facilitate workshops, meetings, and engagement activities to gather requirements and feedback
- Communicate complex information clearly to a range of audiences
- Support and promote a collaborative and inclusive working environment

### Operational

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <ul style="list-style-type: none"> <li>Elicit, analyse, and document business requirements using appropriate techniques</li> <li>Map current ("as-is") and future ("to-be") processes to identify improvements</li> <li>Translate business needs into clear, structured requirements and user stories where appropriate</li> <li>Support solution design, testing, and implementation activities</li> <li>Ensure traceability of requirements through the delivery lifecycle</li> <li>Maintain accurate documentation and contribute to reporting and governance processes</li> </ul> |
| <b>Financial</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>Support cost-benefit analysis and value-for-money assessments</li> <li>Contribute to benefits identification and tracking activities</li> <li>Ensure proposed solutions consider financial efficiency and resource optimisation</li> </ul>                                                                                                                                                                                                                                                                                                     |
| <b>Other</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>Promote best practice in business analysis methods, tools, and standards</li> <li>Support change management and business readiness activities</li> <li>Contribute to knowledge sharing and capability development within the organisation</li> <li>Ensure compliance with organisational policies, governance, and regulatory requirements</li> <li>Undertake any other duties reasonably required to support organisational objectives</li> </ul>                                                                                             |

| Person Specification                                                                                                                                                                                                                                                                            |                       |   |                |    |    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---|----------------|----|----|
| Candidates/post holders will be expected to demonstrate the following:                                                                                                                                                                                                                          | Essential / Desirable |   | How Evidenced? |    |    |
| 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              |    |    |
| 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         |           |           |
| <b>Qualification / Education / Training</b>                                                                                     | <b>E</b> | <b>D</b> | <b>A*</b> | <b>I*</b> | <b>T*</b> |
| A-level or equivalent.                                                                                                          | X        |          | X         |           |           |
| Business Analysis certification.                                                                                                |          | X        | X         |           |           |
| Membership of a professional body associated with Business Analysis.                                                            |          | X        | X         |           |           |
| Portfolio/ Programme/ Project Management skills and qualifications.                                                             |          | X        | X         |           |           |

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

### Core Expectations

|                                       |                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Health, Safety &amp; Wellbeing</b> | 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. |
| <b>Equality &amp; Diversity</b>       | Promote and champion equality and diversity in all aspects of the role.                                                                                                                                                                                                                                                                                    |
| <b>Learning &amp; Development</b>     | Participate in and take responsibility of any learning and development required to carry out this role effectively.                                                                                                                                                                                                                                        |
| <b>Performance Management</b>         | Actively engage in the performance management process and take responsibility for managing performance outcomes.                                                                                                                                                                                                                                           |
| <b>GDPR</b>                           | 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.                                |
| <b>Adherence to Policies</b>          | Be aware of and comply with all organisation policies.                                                                                                                                                                                                                                                                                                     |
| <b>Other</b>                          | 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. |                         |                                              |
| <b>Value</b>                                                                                                                                                                                                                                | <b>Competency</b>       | <b>Behaviour</b>                             |
| <b>Collaborative</b>                                                                                                                                                                                                                        | Team Focussed           | Works as part of team, managing and leading. |
|                                                                                                                                                                                                                                             | Service Driven          | Customer, resident, and partner focussed.    |
| <b>Driven</b>                                                                                                                                                                                                                               | 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.    |

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

| Job Evaluation Details |               |       |            |
|------------------------|---------------|-------|------------|
| Date Evaluation Agreed | JEP Reference | Grade | Job Family |
|                        |               |       |            |