ICT Business Analyst
Directorate ICT Team, Business Change,
Woodcock Street or Lifford House
£33,106 - £40,619

Working 36.50 Hours per week, Directorate steering and providing technical advice and guidance to the assigned areas of the directorate to develop and enhance their services. You will represent the interests of the People Directorate and lead in the requirements gathering and supporting the implementation of changes to corporate, local operational and financial systems that affect the Directorate.

Responsibilities include developing positive and effective working relationships, identifying opportunities for development, producing technical requirements and supporting day to day business operations.

This role is part of an ICT technical team and you must have proven skills in relationship management, requirements gathering and to support this working knowledge of key People Directorate ICT systems.

For informal enquiries please email Michael Convey Michael.Convey@birmingham.gov.uk

Ref: A4742016J

Closing Date: Friday 9 September 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed”.

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
Directorate for People

Role Description

Post: ICT Business Analyst
Salary/Grade: GR5
Division: Business Change
Section: Directorate ICT

1. **Job Purpose**

   1. For the assigned Business / Functional Areas:

   2. To represent the interests of the Directorate and lead the identification and definition of current and future Directorate ICT change needs, assess the impact of those changes, capturing, analysing and documenting business and technical ICT requirements.

   3. To lead delivery of the development and implementation of these requirements in ICT systems or infrastructure and assets either directly or in collaboration with the relevant parties as appropriate. To ensure that the ICT requirements are met in relation to the strategy, design, purchase, implementation, testing and on-going management of systems or infrastructure and assets in the Directorate.

   4. To ensure robust financial and operational processes and data are maintained to ensure best customer care for the Citizens of Birmingham. Provide support and training for staff, colleagues and third parties as appropriate in the development, operation and use of ICT systems or infrastructure and assets and their effective deployment and efficient utilisation.

   5. To ensure the effectiveness and robustness of ICT related operational / financial systems or infrastructure / assets and processes meeting the Directorates needs.

   6. To lead a team responsible for supporting the above and executing operational and financial processes where required.

2. **Duties & Responsibilities**

   1. To engage with assigned business / functional areas to identify business needs and understand and document ICT business and technical requirements to meet these needs.

   2. To identify optimal solutions to meet these needs in collaboration with key suppliers and other stakeholders as required.

   3. To develop and present Business Cases including the identification of costs, timescales and business benefits in collaboration with business / functional areas to meet these needs.

   4. To develop and implement solutions to meet these needs either directly or in collaboration with colleagues and suppliers as appropriate.
5. To plan and manage the ongoing operations and future development of operational, financial processes and ICT systems or ICT Infrastructure and assets and their related processes. Ensure that business critical processes, such as the successful production of feeder files within agreed timescales are delivered.

6. Ensure that the ICT systems or Infrastructure and assets and related processes operate within high standards of integrity, complying with the requirements of Internal and External Audit.

7. Ensure the adequate testing and sign-off of all operational and financial ICT systems or infrastructure and asset upgrades prior to implementation.

8. To ensure users of operational, financial systems or infrastructure and assets and processes are adequately trained, supported, and provided with written procedures and guidance.

9. Definition, provision and configuration of reporting tools for the delivery of comprehensive, accurate and flexible operational and financial monitoring information.

10. To support the performance management arrangements of the Directorate that are dependent on statutory data provision to support timely and accurate management information for staff, service users and budget holders alike.

11. Ensure that any changes to the ICT systems or infrastructure and assets are aligned with ICT strategy or agreed tactical arrangements.

12. Project management of changes to ICT systems or infrastructure and assets as required using recognised project management methodologies and application of finance policies, procedures and strategies. Support project managers and colleagues in the implementation of ICT change.

13. To involve key stakeholders in all aspects of the change ensuring effective consultation takes place in order to build the sponsorship and commitment in the business to accept the changes that will be delivered.

14. Support wider Directorate and Corporate financial, operational system or asset and communications developments, initiatives and projects as appropriate.

15. To maintain awareness of new market developments, possibilities and propose improvements.

16. Supervision of assigned teams including recruitment, retention, performance management, attendance management and personal development within a service-planning framework.

17. Ensure all aspects of financial, operational systems or infrastructure and assets implementation arrangements are delivered in accordance with Corporate and Directorate guidelines. Contributing to the planning of system’s development strategies and forward planning.

18. Liaise with staff in other departments and external agencies / partners, to maintain effective working arrangements with other departments and external agencies. To establish and lead Working Groups as appropriate to deliver business objectives.
19. To be the main contact on operational, system or infrastructure and asset developments for external system's suppliers, representing the needs of system users in promoting developments, new initiatives and issuing reports of systems problems.

20. To work with, and provide advice to managers, elected members and partner organisations as necessary.

21. Ensure that all locally developed procedures, practices and protocols fully fit with standards applying across the Directorate as a whole and are properly implemented.

22. To highlight and manage risks and issues associated with ICT systems or infrastructure and assets and related processes to identify and manage dependencies with other business activity.

23. To attend appropriate internal and external meetings on behalf of the Directorate including preparation of necessary reports and documents.

24. To have a commitment to and understanding of the City Council’s policies and procedures including equalities and diversity, health and safety, security, customer care and the use of personal data.

3. **Supervision Received**

ICT Services Manager

**Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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</thead>
<tbody>
<tr>
<td>ICT Operations Officers or ICT Infrastructure asset officers (as required).</td>
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5. **Special Conditions**

☐ This vacancy is exempt from the Rehabilitation of Offenders Act

*Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Observance of the City Council’s Equal Opportunities Policy will be required.*
## Directorate for People

### Person Specification

**Post:** ICT Business Analyst  
**Salary/Grade:** GR5

**Division:** Business Change  
**Section:** Directorate ICT

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview; T. - Test or Exercise; C. – Certificate; P. – Presentation.

### CRITERIA | ESSENTIAL | M.O.A.
--- | --- | ---
**Education/Qualifications**  
NB: Full regard must be paid to overseas qualification | N/a |  

**Experience**  
(Relevant work and other experience)

- Experience of working with key operational and strategic stakeholders to understand their business, identify business need, capture requirements and document Business and Technical ICT requirements.  
- Ability to communicate effectively and build relationships with internal and external staff/partners that command respect, trust and confidence. In particular, to be able to communicate effectively with information systems professionals and finance staff without ambiguity.  
- Experience of working with and leading on the successful delivery of projects, change management relating to the development and implementation of ICT solutions through the appropriate management of teams.  
- Experience of delivering ICT technical change through leadership and collaboration with suppliers and colleagues effectively communicating the technical requirements unambiguously.  
- Experience of direct planning, managing and monitoring of resources (e.g. People, Budget etc.)  
- Experience of successfully managing SLAs with external suppliers and ensuring delivery of value for money.  
- Knowledge and experience of governance administration procedures and Statutory Government Framework, functions, structures policies and services.  
- Experience of providing advice, guidance and training to key stakeholders and non-technical users of ICT systems.  

| Education/Qualifications | N/a |  
| Experience (Relevant work and other experience) | AF/I |  
| | AF/I |  
| | AF/I |  
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| | AF/I/T |  
| | AF/I |  

Experience of managing financial and operational records in relation to security and audit trail maintenance, Data Protection and other confidentiality issues.

Experience of working with a wide variety of technical tools and computer packages to present, access, analyse and store information such as the Microsoft suite of desktop applications and Sharepoint.

Skills & Ability

- High level verbal and written communication skills in order to develop and deliver business cases, presentations and reports and communicate with a wide range of audiences both internally and externally.

- Ability to work in a pressurised environment, managing competing priorities and expectations and deliver within changing circumstances and priorities. Working on own initiative and within the wider business change environment.

- Ability to undertake research activities, including the use of journals, academic reports and Internet sources, collate and evaluate information and undertake statistical analysis of data from written and spreadsheet sources.

- Ability to gather, analyse and interpret complex and sensitive information to compile and present clearly accurately written reports and briefing notes in compliance with the Data Protection Act and Freedom of Information Act.

- Proven skills in influencing, persuading and negotiating with a variety of stakeholders across a range of disciplines.

- To understand the requirement of and be committed to equal opportunities in all aspect of the role.

Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.
Section 2 – Competencies

In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category Definition</th>
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<tbody>
<tr>
<td>Moving the Council forward</td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
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<tr>
<td>Managing Ourselves</td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
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<tr>
<td>Working with others</td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
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<tr>
<td>Providing direction</td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council’s values (Belief, Excellence, Success and Trust) and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</td>
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