

# Job Profile

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## Business Change Analyst

Grade: 10

Date created: August 2020

### About the Job

As Business Change Analyst you will play a critical role in defining and enabling business change. Acting as the conduit between our IT teams and the business, you will understand the functional business needs and how these relate to the business' overall objectives.

You will create the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes into the business as usual environment. You will outline the key business engagement messages that need to be communicated throughout the project. You will monitor and report progress on business readiness targets, business engagement activity, training design and deployment activities.

### This is what we need you to do...

- Take full responsibility for business change analysis, ensuring that the advice given and decisions made have measurable impacts on the successful adoption of technology and its use across the organisation.
- Establish the contribution that technology can make to business objectives, defining strategies, validating, and justifying business needs and overseeing the development and implementation of solutions.
- Ensure consideration of the full implications of change on the business and all relevant stakeholders.
- Determine readiness levels of business users with regard to upcoming changes and implement action plans to support user adoption.
- Provide support to lead senior stakeholders accepting change brought about through process and organisational change.
- Define the sequence of activities to bring stakeholders to the required level of commitment, prior to going live.
- You will uncover readiness gaps and create and implement action plans to close gaps prior, during and post go live.
- You will develop change management plans to supplement project plans ensuring that the user experience is considered and managed effectively.
- Provide matrix/line management as required.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience of delivering change projects
- Demonstrable experience of successful engagement with senior stakeholders
- Experience in project methodologies (Agile, SCRUM, SDLC/Waterfall)
- Preparing and presenting clear, concise reports
- Risk management
- Supporting cost/benefit analysis and options appraisal
- Effective management of staff and teams

### Knowledge, Skills and Understanding

- Ability to create engaging business cases which demonstrate key benefits to be realised
- Strong communication and presentation skills.
- A creative and analytical approach to work
- Excellent written and verbal communication skills
- Fundamental analytical and conceptual thinking skills
- Excellent documentation skills

### Behavioural attributes

- Collaborative approach
- Must display the Leadership behaviours
- Confident, enthusiastic, self-motivated and determined
- Good negotiation skills
- Able to work as part of a team
- Able to motivate and influence others
- Self-aware and open to learning and development
- Well organised and able to balance competing demands and meet tight deadlines without direct supervision
- Customer focussed

### Education & Qualifications

#### Essential

- Educated to degree level or equivalent