



## Job Description

### Business Analyst

Job Details	
<b>Grade</b>	D
<b>Department</b>	Business Support
<b>Reporting to</b>	Business Improvement Manager

Who Are We?
<p>We are Birmingham Children's Trust.</p> <p>'Working Together to make Birmingham the greatest city to grow up in.'</p> <p>The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.</p> <p>Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.</p> <p>Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.</p> <p><b>Our Vision:</b></p> <p>Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.</p> <p>We will do this:</p> <ul style="list-style-type: none"><li>• with compassion and with care.</li><li>• through positive relationships, building on strengths.</li><li>• in collaboration with children, young people, families and partners.</li><li>• by listening, involving and including.</li><li>• in ways that are efficient and deliver value for money.</li></ul> <p>Success will mean significant progress towards these outcomes:</p> <ul style="list-style-type: none"><li>• healthy, happy, resilient children living in families.</li><li>• families able to make positive changes.</li><li>• children able to attend, learn and achieve at school.</li><li>• young people ready for and contributing to adult life.</li></ul>



- children and young people safe from harm.

**Our Values:**

ONE TEAM  
ACCOUNTABILITY AND RESPONSIBILITY  
QUALITY AND INNOVATION  
RELATIONSHIPS  
HIGH SUPPORT HIGH CHALLENGE

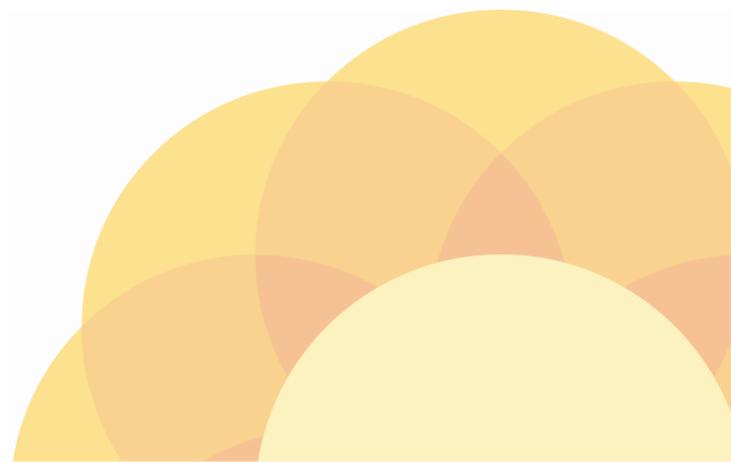
**Key Responsibilities**

- To effectively deliver Business Analysis, Business Design and Change recommendations that ensure the best outcomes for Children Young People and Families and the most efficient and cost effective solutions
- Identify and recommend future solutions or improvements that address complex challenges in process, technology and people to improve outcomes and make efficiencies
- To manage business design and analysis activity, using agreed and appropriate methodology, change management and organisational design principles, to engage and understand current 'As Is', and design effective 'To Be' options for future business models, producing evidence base, business cases and future blueprints, including thorough benefit, cost, risk, delivery and transition planning.
- To provide professional expertise in Business Analysis and Design, working proactively and collaboratively with stakeholders across the Trust, demonstrating strong stakeholder management and emotional intelligence, in order to facilitate owned and effective business change and redesign.
- To lead on advising and scoping the design activities for new solutions that improve services, support practice, enhance customer experience, increase productivity and release savings, delivering business process redesign methods and activity informed by insight and feedback, to develop current as-is and future to-be states
- Organise, facilitate and deliver effective workshops, meetings, 1:1s and time in motion studies to identify key business challenges, engage teams in redesigning and reviewing processes and practices to create positivity and galvanise ownership to embed sustainable change and consistency to future solution designs
- Understand, process map and present clearly and effectively customer demand, service supply, statutory policy, working processes and procedures, systems utilised and skills sets required undertaking lean thinking and presenting redesign options



<ul style="list-style-type: none"><li>• Gather, analyse and interpret data and robust analysis from various sources, both qualitative and quantitative, to develop evidenced based future options, with effective communication and engagement throughout</li></ul>
<ul style="list-style-type: none"><li>• Play a key role in facilitating and enabling Business Leads to identify robust costs, benefits and risk assessment and make clearly informed decisions about future options viability and benefits</li></ul>
<ul style="list-style-type: none"><li>• Facilitate and coordinate multi-disciplinary project/design teams including Practice, HR, Finance, Data and Intelligence, procurement etc to ensure business can utilise all Subject Matter Experts available when forming options appraisals and Business Cases</li></ul>
<ul style="list-style-type: none"><li>• Contribute to, and support the Business Improvement Manager, plan the method for delivery and transition from current ways of working to new ways of working as part of the Business Case, eg pilots, user testing, and communication planning to raise awareness, understanding, buy in and commitment</li></ul>
<ul style="list-style-type: none"><li>• To be responsible for keeping the Trust Executive, task and finish groups, Assistant Directors, and other appropriate stakeholders advised of updated information or issues pertaining to progress, 'as is' and 'to be' design by preparing appropriate reports and communications.</li></ul>
<ul style="list-style-type: none"><li>• Understand and support the continuing development of an organizational culture which is practice, customer focused, performance driven and committed to continuous improvement and which assists in the development and operational delivery of the services provided by Birmingham Children's Trust</li></ul>
<ul style="list-style-type: none"><li>• Undertake other duties that are commensurate with the nature and grade of the post as directed by the Business improvement Manager.</li></ul>
<ul style="list-style-type: none"><li>• Adhering to and implementing the trusts policies and procedures, including those around equalities and diversity.</li></ul>

Key Information	
Is a Safeguarding Check needed?	<ul style="list-style-type: none"><li>• No</li></ul>
Will this position have Line Manager Responsibility?	<ul style="list-style-type: none"><li>• No</li></ul>





## Person Specification

<b>Essential Criteria</b>		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
<b>CRITERIA</b>	<b>Method of Assessment (M.O.A)</b>	<b>ESSENTIAL</b>
Qualifications	AF/Q	Educated to graduate degree level qualification, or equivalent experience in a similar role
Qualifications	AF/Q	Business Design/Analyst qualification i.e. Lean Six Sigma, ISEB diploma in business analysis, or equivalent demonstrate knowledge and understanding
Training	AF/I/P	Proven track record of scoping and leading successful business analysis and business design solutions and service improvements that enhance practice, customer experience, increase productivity and/or release savings.
Training	AF/I	Strong experience of applying business process and design techniques including the use of modelling and collaborative tools, selecting appropriate approach to map business process activity, demand and supply statistics, financial information and system requirements.
Experience	AF/I/P	Experience and knowledge of change management techniques, stakeholder management engagement, creating positivity and galvanising ownership to embed sustainable change.
Experience	AF/I	Proven track record of assimilating and analysing complex information quickly and making decisions in an objective



		manner and to identify critical issues with ease and push creative thinking beyond existing boundaries and customer mind-sets.
Experience	AF/I	Experience of anticipating customers' future needs and proactively identify opportunities to improve services to meet these requirements and customer satisfaction
Experience	AF/I	Demonstrated understanding of the challenges facing Local Government and Partners, and the statutory and national policies, procedures and changes influencing the future provision of services
Skill	AF/I	Proven strong workshop facilitation and interview skills including negotiation, influence, mediation and conflict management.
Skill	AF/I	Proven skills in influencing, persuading and negotiating with a variety of stakeholders and across a wide range of disciplines to drive change and improvement agendas.
Skill	AF/I	Proven ability to build and sustain excellent, credible, working relationships internally and externally, building trust quickly that foster and enhance client ties.
Skill	AF/I/P	Excellent verbal and written communication skills, tailoring reporting styles to various stakeholders/audiences to ensure understanding and generate engagement.
Skill	AF/I/P/E	Strong ability to access, analyse and manipulate a range of data sources to create intelligence that supports decision making at

		all levels, enabling the organisation to change rapidly and meet changing demands
Skill	AF/I	Ability to be solution focused with a recognition of business constraints, ambitions and operational objectives in area of assignment
Skill	I/E/P	Excellent IT skills using Microsoft office packages such as Visio, Excel and PowerPoint
Skill	AF/I	Ability to work in a pressurised environment, using own initiative with strong organisation skills to deliver products to time and quality, and manage competing priorities to deliver within changing circumstances and priorities.
Skill	I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016
Training	AF/I	Willingness to undertake on-going continuous professional development, participate in regular supervisions, appraisals and take responsibility for own learning and development needs

**At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.**

