**Manchester City Council**

**Role Profile**

**Business Analyst, Grade 8**

**ICT Service, Corporate Core Directorate**

**Reports to: Head of Enterprise Architecture**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors**

This role will be a subject matter specialist providing expert advice and support to a range of stakeholders within a specialist area to enable the delivery of service and organisational objectives.

The role holder will work in partnership with stakeholders across the organisation and beyond to support decision making and operational service delivery.

The role holder will research and be the source of intelligence within the specialist area, leading in the development, design, implementation and review of policies, procedures or strategies to ensure continuous improvement.

**Key Role Accountabilities:**

Work collaboratively to provide comprehensive and timely information and advice to stakeholders which meets customer needs,

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Deliver and, where appropriate lead, the implementation of assigned strategy and policy projects, in accordance with agreed time, quality, budget and other project performance criteria.

Oversee the collation of comprehensive management information and reports, ensuring these are produced accurately and consistently.

Develop and manage relationships with other city council services and relevant partner agencies in order to challenge the way services are delivered and establish options for improving performance to ensure high quality of service delivery and cost effectiveness.

Effectively communicate highly complex and potentially challenging messages both verbally and in writing, ensuring balanced and proportionate responses which protect the authority’s interests.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ response.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**Manchester City Council**

Manchester City Council (MCC) supports a resident population of approx. 575,000 people and employs over 7300 staff & supports various external partnerships. The *Our Manchester Strategy - Forward to 2025* sets out how MCC will create a sustainable, equal and inclusive city. At the heart of these ambitions is the desire to achieve equality for all Manchester communities, recognising that for some communities this will mean more support is needed to reduce inequalities and improve outcomes.

The Council is split into Directorates: Adults’ Services; Chief Executive’s; Children’s Services; Corporate Services; Growth and Development; Neighbourhoods; Population, Health and Wellbeing.

**ICT & Digital Department**

The vision of the ICT & Digital department is “a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery.”

The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. ICT Portfolio and core functions include:

* **Digital Delivery & Business Partnering:** Lead and direct ICT for each of the Council directorates, ensuring the ICT Strategy is aligned to the delivery of the City’s strategic priorities and enables services to deliver effectively. The Heads of Digital Delivery & Business Partnering are responsible and accountable for all new ICT & Digital related demand within the specific directorates for which they are responsible utilising teams of programme, project, and product managers to support the continuous delivery of transformational change.
* **Portfolio & Departmental Management Office (PDMO):** Ensures alignment of all ICT & Digital activity with strategic objectives, outcomes, and capacity to deliver, to enable benefit realisation and support continual service improvement. Provides governance standards across all ICT & Digital areas to allow proactive selection, prioritisation, and control of the complete portfolio of activity. Has overarching responsibility for all financial management, contracts and licensing that underpin effective transition and sustainable ICT & Digital service delivery.
* **ICT Operations:** Provides the core operational function of the ICT & Digital department. It is responsible for the following IT Infrastructure Library (ITIL) functions: Service Desk, IT Operation Management, Technical Management, Platform Management and Application Support Management. ICT Operations is at the forefront of ICT service delivery and is one of the most important elements that keeps the organisation running.
* **Cyber Security & Compliance:** Provides the operational security controls, security guidance, security assurance, cyber risk management, and compliance activities that support all products and platforms within the Council. Protects networks, devices, and data from unauthorised access or criminal use by the practice of ensuring confidentiality, integrity, and availability of information.
* **Enterprise Architecture (EA):** Provides a well-defined practice for conducting enterprise analysis, design, planning, and implementation for the successful development and execution of strategy. Enterprise Architecture reduces redundancy, complexity and information silos and business risks associated with ICT investments.

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council’s ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

* 212 Office locations inc. 27 libraries
* Circa 8000 ICT users and 96 elected Councillors
* 200+ Line of Business Applications
* 1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
* 10,000+ Laptops, PC’s, and associated End User Devices
* 300 printers

The role and experience of the Business Analyst should include:

* Detailed knowledge of managing business requirements, process improvements, and change management in a complex environment.
* Detailed knowledge and experience of conducting analyses to support business cases, defining potential benefits, options for achieving these benefits, and developing new or changed processes while assessing associated business risks.
* Experience in developing and implementing policies and procedures to support business goals and ensure compliance with relevant legislative frameworks and professional standards within a Local Authority.
* Experience in virtualisation technologies and principles, with a clear understanding of hypervisor management within a large enterprise.
* Knowledge of on-premise data centre services and cloud services in a large enterprise environment.
* Experience of Low Code, Integration and Data Analytics Platforms to deliver process change as part of a transformation programme.
* A strong understanding of Prince2 (or equivalent project management methodology) and agile delivery methodologies including how projects should be transitioned into production, ensuring that business requirements and standards govern this transition. This includes testing, release, installation, configuration, deployment, management, support, documentation, and decommissioning of applications within a large multi-functional organisation.
* Recent experience of providing high-quality management reports, supported by transparent and factual data analysis, demonstrating problems, opportunities for risk reduction, and improvement across the service.
* Significant experience of IT Service Operations and how an IT installation works across a 24x7 environment, along with a high level of knowledge of ICT security environments, risks, and challenges.
* Excellent knowledge of communication skills, particularly in effectively transferring key and complex information to all levels of staff, adapting the style of communication as necessary to ensure that this information is understood.
* Analytical skills to translate complex analyses into business cases which define potential benefits and options for achieving these benefits, along with developing new or changed processes and assessing associated business risks.
* Strong planning and organising skills, evidenced by target setting for oneself and others to meet demanding timescales, ensuring efficient prioritisation of tasks.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical Skills:** Ability to translate analyses into business cases which define potential benefits, options for achieving the benefits development of new or changed processes, and associated business risks.
* **Planning and Organising:** Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.
* **Project Management:** A clear understanding of fundamental project management, change management principles, processes and procedures within a project environment of a large complex organisation
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **Strategic Thinking:** Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders.
* **Commercial Skills:** Demonstrates an understanding of strategic issues, taking account of business needs and new technology developments.
* **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

**Technical Requirements (Role Specific)**

* Demonstrable knowledge of business analysis and project management techniques and tools.