

JOB DESCRIPTION

Post: Digital Business Analyst
Grade: Band E **Job Evaluation Ref:** JE137
District/Department: ICT
Sector/Section: ICT Programme & Planning – Digital Delivery Team
Location: OCC, Wymondham
Reporting to: Chief Digital Officer

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

Liaise with business and operational practitioners to Design, Maintain, Upgrade, test and implement in-house software solutions in accordance with customer requirements, and Organisational Goals/Objectives and Strategies.

2. Main activities of the role *(This list is not exhaustive)*

- Lead the process to obtain a full user requirement, ensuring full engagement at all levels of the relevant departments including senior operational officers where necessary,
- Assist users in presenting a business case involving interpretation, negotiation, and guidance in order to provide options over business solutions
- Undertake systems analysis on new and existing systems and liaise with users over the approach to implementing change by reviewing technical and business options, and presenting well thought out options through approved documents and reports.
- Facilitate the requirements capture and specification of new, or enhancements to, business propositions/ideas ensuring all interdependencies (both upstream and downstream) are fully explored and mapped.
- Produce necessary specifications or change requests
- Liaise with external suppliers and teams within the ICT department regarding the proposed solution including the implementation of the solution and on-going support and maintenance.
- Produce test plans, data and acceptance criteria, process maps and relevant ICT support documents.
- Code and test system (internal and external)
- Ensure business benefits realisation for each project undertaken – where specified in the PID or Business case.
- Liaise with both ICT and business colleagues to ensure clear communication during project delivery
- Advise ICT department/colleagues on best use of new technology
- Any other duties commensurate with the role and grade as may reasonably be required by line management.

- To use an agile approach, wherever possible, for the rapid delivery of effective/efficient solutions to operational colleagues in front line policing.
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- Any other duties commensurate with the role and grade as may reasonably be required by line management.

3. **Special conditions/Points to note**

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

Post: Digital Business Analyst

District/Department: ICT

Location: OCC, Wymondhan

Essential Criteria

1. Significant, demonstrable experience in a similar role with proven stakeholder engagement and management experience
2. Demonstrate an understanding of how technology solutions can enhance operational policing.
3. Excellent problem solving skills and the ability to translate operational and business requirements into technological solutions
4. Highly effective planning, management, prioritisation and sequencing of workload with minimal supervision
5. Experience of project development/delivery through analysis, development and testing.
6. Systems analysis capability demonstrable by experience of analysis of a particular application
7. Very good communication skills both verbally and written
8. Ability to travel throughout Norfolk and Suffolk as required

Desirable Criteria

1. Relevant professional computer-related qualification e.g. HNC/HND/Degree
2. Experience in using a variety of development methodologies (eg. Waterfall and Agile)
3. Awareness of the National, Regional and Local landscapes both Constabularies operate in.

Validated: F.Hopper 22.07.16, updated 29.01.18, updated 08.04.19