



Job description

Title: Business Change Analyst

Band: Band 7

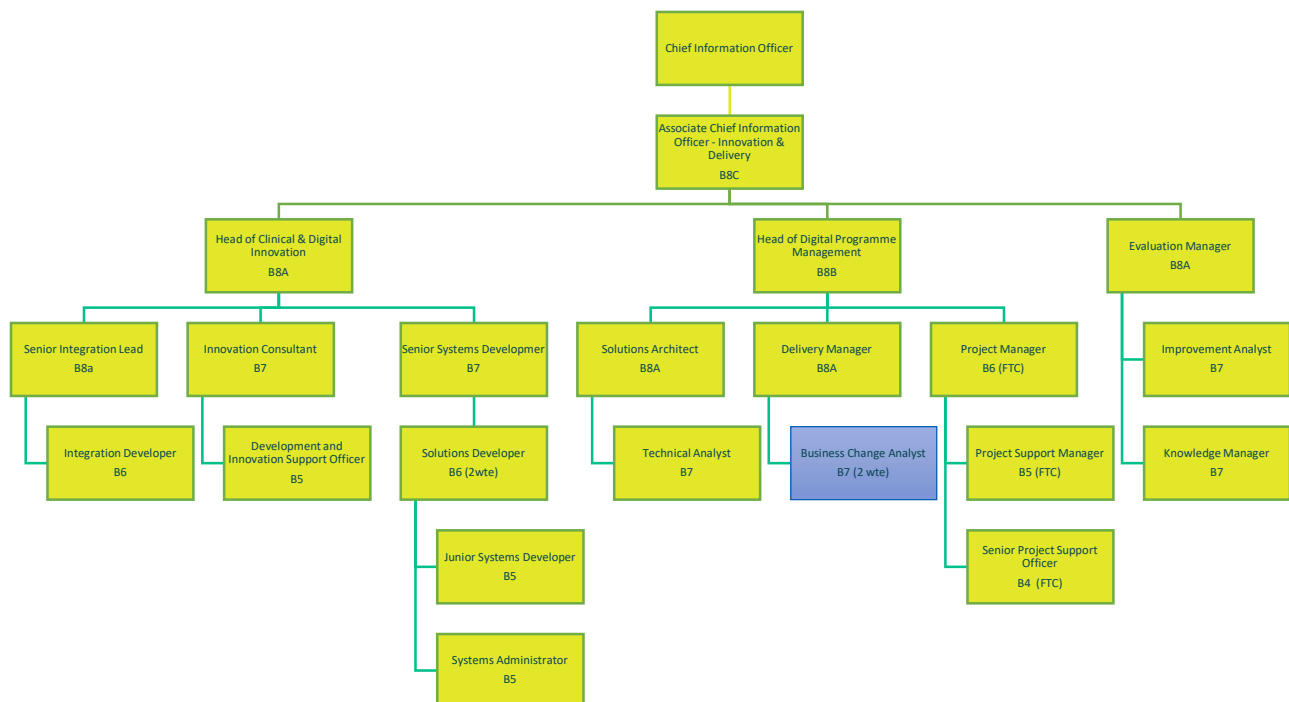
Location: North West – Parkway, Estuary Point or Broughton

Organisational relationships

Reports to: Delivery Manager

Responsible for: Not applicable for direct line management, but may supervise and direct others in a matrix management structure

Organisational chart



Our purpose: to be there when people need us most.

NWAS is an inclusive and compassionate organization driven by three value principles:

1. Working together.

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2. Being at our best.
3. Making a difference in service to our people, patients and communities.

Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the Trust.

Job purpose

The Business Change Analyst is responsible for working with a variety and subject matter experts to determine requirements through the analysis and review of systems and processes. The Business Change Analyst will lead detailed design phases, identify where improvements and efficiencies can be gained and driving forward the requirements through to solution design, in line with achieving the Trust's strategic objectives.

Note: Leadership roles to include: All leadership roles at NWAS at every level are required to promote and role model our Be Think Do Philosophy. NWAS is committed to attracting managers and leaders who are more than subject matter experts, but exemplary in demonstrating their experience and commitment to; values-based leadership; challenging workforce and health inequalities; operating successfully in ambiguity, complexity and uncertainty.

Core duties and responsibilities

Business Change Analysis

- Responsible for facilitating the review of systems and processes to guide technical and business strategy in support of Trust-wide business requirements;
- Developing requirements across a broad spectrum of specialties through the identification and evaluation of a range of options giving consideration to and documenting the scope, budget, timescales, benefits, risk and quality;
- Development and application of robust approaches to Business Analysis techniques to achieve successful outcomes. These may include requirements gathering, designing operating models, technical solutions design, financial modelling, process re-engineering, market research, requirements gathering and specification development;
- Provide and receive complex, sensitive or contentious information, utilising persuasive, motivational, negotiation, training, empathic or re-assurance skills in the development of business cases;
- Undertake work of a complex nature, working across a variety of different disciplines;
- Undertaking business process mapping to map the current and future-state processes to support understanding the requirements;
- Respond to sudden unexpected demands, in for example, dealing with multiple problems with competing pressures at the same time;
- Analyse, interpret and advise on complex and contentious data or information with a view to making appropriate judgement and recommendations to achieve desired outcomes in line with appropriate strategy and the digital strategic plan;
- Anticipate and resolve problems before they arise in an environment with ambiguity;
- Ensure all documentation relating to own area is complete and fit for purpose and all releases relating to hardware, software and documentation is controlled

Strategic Solution Development

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- Identifying, researching and directing the implementation of relevant new and existing technologies to support business need;

Planning

- Undertaking duties of an unpredictable nature within the work items under their control. This can be for example dealing with identified risks and issues and utilising problem-solving skills to mitigate risks or resolve issues;
- Utilising best practice change management expertise and methodologies; including change management and configuration control, requirements and scope management, risk and issue management and effective information management and reporting;
- Applying best practices in change management, driving a high level of quality in their work;
- Ensure the effective organisation and tracking of workplans, adjusting schedules accordingly with particular emphasis on dependencies and risk;
- Deal with competing pressures across multiple workstreams and have the ability to prioritise and respond to planned and unplanned situations on a daily basis e.g. managing of unexpected risk and ensuring outcomes are achieved.

Stakeholder Management

- Presenting findings to a wide range of audiences in both written and verbal formats;
- Liaise with Trust representatives to address and resolve cross team requirements (including managing issues, conflicts and competing demands);
- Dealing with managers and staff at all levels, with the ability to build good relationships to achieve agreed objectives;
- Engage with clinical and managerial stakeholders to develop, agree, maintain and implement roll out plans and key milestones;
- Resolving critical gaps/issues and making recommendations to senior stakeholders to ensure that their workstreams are planned and managed effectively;
- Negotiate with key stakeholders and suppliers in determining the required outcome;

Benefits Management

- Support and undertake the development of benefits identification as part of the business analysis work
- Support and undertake the approach to measuring the benefits during the lifecycle of implementation
- Support and undertake the embedding of change and the proposed solution to identify success rate of the change and the achievement of benefits.

Management and Leadership

- Supervise, allocate work and direct others in a matrix management structure within their workstreams
- Provide regular performance reports on progress, status and achievements for own area to be used by both Management and Users
- Provide specialist training for staff from own or other disciplines on own subject area, when required.
- Demonstrate a culture of service provision and continuous improvement for own area
- Pro-actively lead in ensuring that Digital services delivered within the Trust reflect best practice with respect to organisational, NHS and legislative requirements and guidelines including IT Infrastructure Library (ITIL), General Data Protection Regulation

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Financial Responsibilities

- Ensure Trust procurement processes and procedures are followed in a timely and efficient manner and participate in the procurement process where relevant providing assistance for the development of procurement documentation as required
- Liaise and negotiate with external agencies, suppliers and contractors ensuring delivery of service is in line with agreed contracts
- Undertake business appraisals and Business Case production, when required, in partnership with digital teams or other internal stakeholders including undertaking solution searches and appraisals of supplier proposals.

Corporate responsibilities

- Compliance with trust policies, procedures and protocols at all times.
- Compliance with all statutory and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990 and keep up to date with any changes or additions relevant to legislation.
- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Support positive action in service of the Equalities Act 2010 and the trust commitment to antiracism.
- Provide a healthy, safe and secure working environment by adhering to health and safety regulations, trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.
- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the trust.
- Act within acceptable parameters as an employee / manager of the trust, having regard to the applicable code of conduct for your role and ensuring own practice is in accordance with trust policies.
- Contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.
- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.

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- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which they work.
- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with trust policies. Identify and act when own or others' action undermines equality and diversity.
- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff or the organisation at the earliest reasonable opportunity.

Safeguarding children

- To recognise and report to the appropriate authorities any concerns regarding child protection issues, including possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).
<http://www.workingtogetheronline.co.uk/index.html>

Safeguarding adults

- To recognise and report to the appropriate authorities any concerns regarding vulnerable adult issues, including social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the role. It may be subject to change in the light of developing organisational and service needs and wherever possible, change will be pursuant in collaboration with the post holder.

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Person specification

Note: Essential Criteria only.

Skills / competencies

- Detailed knowledge of Business Modelling and Analysis – **App/Int**
- Strong verbal, presentation and written communication skills – **App/Int**
- Ability to provide and receive complex, sensitive or contentious information, where developed persuasive, motivational, negotiation, training, empathic or re-assurance skills are required – **App/Int**
- A solid understanding of the application of information technology and how it can be used to achieve organisational effectiveness – **App/Int**
- An ability to negotiate and influence others in a positive manner with the confidence to deal with different priorities and differing views in order to achieve change/improvement – **App/Int**
- Articulate and clear in communications to mixed audiences in writing, through presentations and one to one – **App/Int**
- Ability to anticipate and resolve problems before they arise – **App/Int**
- Excellent business and financial management skills – **App/Int**
- Demonstrates problem solving skills and the ability to respond to sudden unexpected demands – **App/Int**
- Ability to work effectively and efficiently under pressure – **App/Int**
- Demonstrates a collaborative approach and good team working – **App/Int**
- Ability to manage a range of activities to formulate plans that have effect across multiple disciplines – **App/Int**
- Methodical and structured approach to analysing, interpreting and advising on complex data or information with the ability – **App/Int**
- Ability to manage, motivate and develop staff in a matrix management environment – **App/Int**
- Strong planning and organisational skills – **App/Int**
- Effective listener and orientated to problem solving – **App/Int**
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Note: for leadership roles include:

- Demonstrable compassionate and inclusive leadership - [insert **App/Int/AC**]
- Experience in the application of HR processes - [insert **App/Int/AC**]

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- Demonstrable experience of line management responsibilities - **[insert App/Int/AC]**

Qualification and knowledge

Note: do not refer to number of years' experience

- Education to Postgraduate level or equivalent level of experience within a Digital or Informatics service - **App/Int**
- Prince 2 Foundation or Business Change Qualification – **App/Int**
- Evidence of Continued Professional Development, including specialist training – **App/Int**

Experience

- Demonstrable experience in gathering and documenting requirements across a broad spectrum of specialties through the identification and evaluation of a range of options whilst taking in to account scope, budget, timescales, benefits, risk and quality in support of the business need – **App/Int**
- Demonstrable excellence interpersonally; articulate, creative, self-aware, controlled and confident – **App/Int**
- Experience of a strong delivery focus and determination, with the ability to drive progress forward and a passion for results and achieving goals – **App/Int**
- Experience in the application of business change and business analysis processes and principles – **App/Int**

Values and behaviours

- Working together – demonstrate collaborative and inclusive working and challenge behaviour that is not inclusive or acceptable – **App / Int**
- Being at our best – professional and adaptable and takes pride in work - **Int**
- Making a difference – act with compassion, kindness and integrity towards everyone – **Int**

Key: App – application form Int – interview AC – assessment centre

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