

**Job Description**  
**BUSINESS CHANGE ANALYST - USER RESEARCH**

<b>Service:</b>	Programme Office	<b>Team:</b>	Children's Services Project Team
<b>Location:</b>	Lancashire		
<b>Salary range:</b>	£39,571 - £44,624	<b>Grade:</b>	G10
<b>Reports to:</b>	Project Manager	<b>Staff responsible for:</b>	N/A

**Job Purpose**

There is a requirement for a Business Change Analyst - User Research - to support the delivery of the Family Hubs model in Lancashire.

The role holder will use their expertise to support the Project Team in transforming the services in a clearer system-wide model – Lancashire Family Hubs Networks -, leading the transition within the complex environment of children and families' services and ensuring that service changes or adjustments are based on feedback from children, young people and families so that these views are properly integrated into the plan for Family Hubs Networks.

Reporting to the Programme Manager, the post holder will plan, design and carry out research activities with end users, practitioners, leaders and children, young people and families that help the project team get a deep understanding to shape Family Hubs Networks in Lancashire (service design).

As an 'agent of change' this role will also work closely with services to understand, baseline and document current activity, undertake root cause analysis and use a variety of change management techniques to develop redesign solutions, influence and deliver transformational change, improved performance, reduction of risk and business efficiency. The postholder uses expertise to deliver workload for which they have a standalone professional responsibility.

The postholder work will be based on a theoretical understanding of Business Change using user research techniques, but they will be operating within well-established professional procedures and defined Council policies. Work will involve a broad range of complex problems and postholder will need to manage changing priorities and use professional judgment to respond to differing situations.

**Accountabilities/Responsibilities**

- Lead and deliver analysis to support service change and transformation.
- Manage the development of standards, policies and procedures within area of analysis and redesign.
- Produce and analyse service practice and management information to contribute to the development of new services and innovative working practices.
- Identify and deliver opportunities for improving service delivery including procedures and processes, to support continuous improvement.
- Design, develop and deliver transformation/change to ensure best practice is delivered across the service.
- Build partnerships/networks both internally and externally to shape and encourage multi-agency service delivery as well as use of best practice and continuous improvement.
- Ability to plan and organise a range of complex activities and priorities within a focused area of service.
- Challenge existing processes, and define alternatives using a range of business analysis and change management techniques.
- Elicit and document business requirements using a range of relevant techniques

- Work closely with key support services/teams and internal and external stakeholders (at all levels) to drive and support the delivery of all elements of redesign/change projects.
- Act as key liaison and quality assurance between business services, technology and teams.
- Plan, design and carry out research activities with end users, practitioners, leaders and children, young people and families that help the project team get a deep understanding to shape Family Hubs Networks in Lancashire (service design).
- Create presentation and documents to present the user research finding in a clear and visual way.
- Present complex information in flexible ways appropriate to audience.

## Other

- **Equal Opportunities**  
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**  
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**  
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**  
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**  
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**  
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**  
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

**Lancashire County Council**  
**Person Specification (Grade 10 – Technical/Professional)**

	<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>Identified by Application Form (A) or Interview (I)</b>
	<b>Qualifications:</b>		
1.	Professionally qualified/relevant degree (or equivalent), plus substantial experience or substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles.	E	A
	<b>Experience:</b>		
2.	Experience of using up to date and authoritative knowledge in a technical/specialist area to support delivery of a complex operation/function/service.	E	A, I
3.	Working in different operational areas or supporting activity across different service.	E	A, I
4.	Experience of providing effective support for operational activity or service undergoing change and challenge.	E	A, I
	<b>Knowledge and Skills:</b>		
5.	Proven ability to implement and deliver complex and challenging solutions which are consistent with existing, new or evolving policy/procedure.	E	A, I
6.	Effective communication and networking skills with a wide range of staff and external organisations.	E	A, I
7.	Demonstrative knowledge of the application, principles, theory and practice of the specialist area of responsibility.	E	A, I
8.	Ability to apply technical/specialist judgement to ensure service area objectives are achieved.	E	A, I
9.	Ability to plan and organise a range of complex activities and priorities within a focused area of service.	E	A, I
10.	Comprehensive understanding of all existing Policy and Procedures in the service area and application in a changeable and challenging environment	E	A, I
11.	In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.	E	A, I
	<b>Other (including special requirements)</b>		
12.	Commitment to equality and diversity	E	I

13.	Commitment to health and safety	E	I
14.	Display the LCC values and behaviours at all times and actively promote them in others	E	I