

# Digital Innovation Business Analyst

## Job Description

<b>Directorate:</b>	Resources		
<b>Service:</b>	Digital Strategy & Delivery		
<b>Location:</b>	County Hall		
<b>Salary range:</b>	Grade 10	<b>Grade:</b>	10
<b>Reports to:</b>	Senior Digital Innovation Business Analyst	<b>Staff responsible for:</b>	None

### Job purpose and scope

The primary purpose of this role is to collaborate with senior business and digital stakeholders to proactively identify opportunities for digital innovation aligned to business need. The role sits within a digital innovation team whose remit is to drive continuous improvement for the wider Council by exploring new advancements in technology, exploiting existing capabilities and innovative ways of working.

The team will focus on adopting innovative approaches used successfully across other local government organisations and also investigating opportunities for innovation in alignment with the Council's strategic business plans. The team will work closely with colleagues in Enterprise Architecture to ensure new technologies and capabilities blend seamlessly with existing line of business applications.

The role includes the development of business cases and early planning work for new digital capabilities, ensuring that all initiatives align with the technical strategy and enterprise architecture principles.

The role involves performing analysis, supporting project planning and delivery of proof of concepts and pilot projects, focusing on the practical business deployment and use of leading-edge technology. Additionally, the role requires providing regular updates on progress and outcomes to all relevant stakeholders.

A strong understanding of business improvement, digital innovation and project management methodologies is essential to drive change and ensure successful project delivery.

### Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

## Accountabilities/Responsibilities

- Collaborate with senior business and digital stakeholders to identify opportunities for digital innovation that align with business needs.
- Develop business cases and conduct early planning for new digital capabilities, highlighting both financial and non-financial benefits.
- Undertake business analysis and project planning and delivery of proof of concepts and pilot projects, ensuring they meet objectives and can be scaled if successful.
- Focus on the practical business deployment and use of leading-edge technology in all activities.
- Ensure new investments are well-evidenced and justifiable.
- Provide regular updates and reports on project progress and outcomes to all relevant business and digital stakeholders.
- Work closely with the Enterprise Architecture team to ensure all initiatives align with the technical strategy and enterprise architecture principles.
- Ensure that all digital innovation projects are guided by the agreed technical strategy and comply with enterprise architecture standards.
- Liaise with the Business Engagement team to gain awareness and knowledge of the current use and effectiveness of business technology by services.
- Integrate insights from the Business Engagement team into digital innovation projects to ensure a cohesive approach to business engagement.
- Undertake regular horizon scanning of new digital capabilities and their applicability to public sector services.
- Collaborate with the Digital Delivery team to ensure successful programme and project delivery.
- Develop and maintain an excellent relationship with key internal/external customers and suppliers as appropriate for ongoing improvement initiatives/activities.
- Actively support the growth and development of the Business Analysis discipline within Digital Services by supporting collaboration, sharing best practices, and promoting continuous learning within the Business Analysis Community of Practice (BA CoP).
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

## 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.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

## 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.

## Person Specification

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

### Qualifications

- Professionally qualified/relevant degree (or equivalent),
- Substantial experience or substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles
- Business Analysis qualification or equivalent
- Project Management qualification such as PRINCE2, Agile, or equivalent desirable.

### Experience

- Significant business, service or systems analysis experience.
- Proven experience in developing business cases for digital capabilities.
- Experience in overseeing proof of concepts and pilot projects.
- Experience in working with senior stakeholders to adopt new technologies.
- Some project management experience, including managing projects on time, within scope, and on budget.
- Experience in risk management, including identifying potential risks in projects and setting strategies to mitigate them.
- Working in a local government environment\*
- Authoritative knowledge of techniques associated with continual improvement\*

### Essential knowledge, skills & abilities

- Strong understanding of digital innovation and its application in service delivery.
- Excellent critical thinking, analytical and problem-solving skills.
- Ability to develop well-evidenced and credible business cases.
- Project management skills.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with senior stakeholders and build trust in new capabilities.
- Knowledge of technical strategy and enterprise architecture practices.
- Ability to work effectively with other teams to gather and integrate business insights and operational practices in relation to technology usage.
- Leadership and direction of peer and virtual teams.

### Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.