

## **THE HIGHLAND COUNCIL JOB SPECIFICATION**

**SERVICE:** Corporate Development

**POST DESIGNATIONS:** **Technical Business Analyst**  
**Corporate Improvement Programme**

**GRADE:** HC07

**LOCATION:** Headquarters

**RESPONSIBLE TO:** Corporate Improvement Programme Manager

**JOB PURPOSE:** The post holder will work as part of a project team to deliver improved processes to targeted areas of the organisation as part of a rolling programme. This will be achieved by assessment of business needs and by providing business solutions making use of all appropriate software tools (including Firmstep Achieve Forms and NDL integration tool).

### **KEY DUTIES AND RESPONSIBILITIES**

1. To support and manage the delivery of products identified by Corporate Improvement Projects.
2. To engage with Service Management through interview and attendance at Services management team meetings, project boards and programme boards.
3. To engage with the Service staff through workshops, interviews and other methods as required.
4. To engage with internal and external customers, through direct contact and survey
5. To analyse business processes to improve overall performance and support business systems by eliminating non-value adding activities, reducing cycle times, reducing cost, achieving performance targets and customer focused outcomes.
6. To use process mapping and other techniques to record and catalogue processes, including requirements and metrics.
7. To investigate and recommend business improvements utilising technology and software where appropriate.
8. To investigate the potential for workflow technologies and propose solutions for application to the processes.
9. To design, run and record process improvement workshops and other business improvement workshops/ sessions.
10. To develop redesigned processes using appropriate technology and software.
11. To system test, document, and deliver the redesigned product.
12. To run and record outcomes from user acceptance testing sessions and develop appropriate user guidance and training material.

13. To assist the Project Manager and Operational Management in delivering the business change.
14. To produce reports for programme manager, project boards and programme boards as required.
15. To participate and represent the Council in relevant national business improvement networks, as required.
16. To undertake other duties, commensurate with this position, as required.

**OTHER DUTIES:**

In undertaking these tasks the post holder will be required to:

- Work in accordance with the Framework of Council Policy and where relevant work with others to influence policy improvements and change.
- Contribute to the development of Corporate Strategy and Policy over a range of topics as part of the work undertaken by the Project or Programme.
- Take responsibility for your personal development and participate in training.

**HIGHLAND COUNCIL**

**PERSON SPECIFICATION**

<b>Service:</b> <b>Corporate Development</b>	<b>Location:</b> <b>Headquarters</b>	<b>Title of Post:</b> <b>Technical Business Analyst, Corporate Improvement Programme</b>
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b> The minimum acceptable levels for safe and effective job performance.	
EXPERIENCE	<ul style="list-style-type: none"><li>• Significant experience of operating in a role which included process improvement</li><li>• Experience of operating in a role which included implementing improvements in information management practices.</li><li>• Experience of team working.</li><li>• Experience of significant contribution to systems development (including gathering and assessment of business needs/requirements).</li><li>• Knowledge about Corporate Strategies and Objectives</li><li>• Evidence of higher education or equivalent experience.</li><li>• Evidence of a continuing commitment to personal development.</li></ul>	
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"><li>• Excellent communication skills.</li><li>• Information gathering skills and ability to manage complex information and data.</li><li>• Excellent analytical and numerical ability</li><li>• Ability to think strategically and to explain alternative perspectives.</li><li>• Use of influencing and negotiations skills to deliver business change.</li><li>• Developed facilitation skills.</li><li>• Ability to manage conflicting expectations and points of view to deliver Business Change.</li></ul>	
SKILLS/ ABILITIES (GENERAL) e.g. supervisory skills	<ul style="list-style-type: none"><li>• Must be skilled in MS Office packages including Word, Excel and PowerPoint.</li><li>• An understanding of process improvement principles</li><li>• Technical aptitude and ability to understand technical specification documents</li></ul>	
SKILLS/ ABILITIES (SPECIFIC TO THE POST)	<ul style="list-style-type: none"><li>• Ability to relate appropriately to a wide range of people, including Service Directors, senior managers, staff and external customers.</li><li>• Committed to Team Working.</li><li>• Self-motivated and enthusiastic.</li><li>• Ability to work flexibly to meet deadlines.</li><li>• Must be able to work on own initiative and under pressure.</li><li>• Willing to be flexible about travel for work and training purposes.</li></ul>	
INTERPERSONAL AND SOCIAL SKILLS		

<b>ATTRIBUTES</b>	<b>Desirable</b>
EXPERIENCE	<ul style="list-style-type: none"><li>• Experience of using online forms software</li></ul>
SKILLS/ABILITIES (SPECIFIC TO THE POST)	<ul style="list-style-type: none"><li>• Knowledge of SharePoint use and local management</li><li>• Ability to gather, handle and analyse large volumes of data in both monitoring and evaluative contexts.</li></ul>