

# ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

<b>Job Title</b>	<b>Business Analyst</b>		
<b>Post Reference</b>	TBC	<b>Temporary/Permanent</b>	Temporary – 18 months
<b>Grade</b>	Grade 7	<b>Hours</b>	37
<b>Reports to</b>	Lukasz Wrona, Head of Business information and Systems		
<b>Line Management responsibilities</b> (Direct and Indirect)	No direct reports. Indirectly, role holder will lead and facilitate sessions with stakeholders form across the Service.		
<b>Directorate/ Department</b>	Business Information and Systems		
<b>Location</b>	HQ Calcot		
<b>Politically restricted</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input checked="" type="checkbox"/>	
<b>Level of DBS Check Required</b>	<input checked="" type="checkbox"/> <b>Standard</b> <input type="checkbox"/> <b>Enhanced</b> <input type="checkbox"/> <b>Enhanced (with barred Child)</b> <input type="checkbox"/> <b>Enhanced (with barred Adult)</b>		

### Main Purpose of the Job

The role of the Business Analyst is to drive standardised ways of working, aligned to RBFRS strategy. The Business Analyst works at an enterprise level, with the ability to analyse processes, data, and technology, mapping current practices and identifying where improvements can be made.

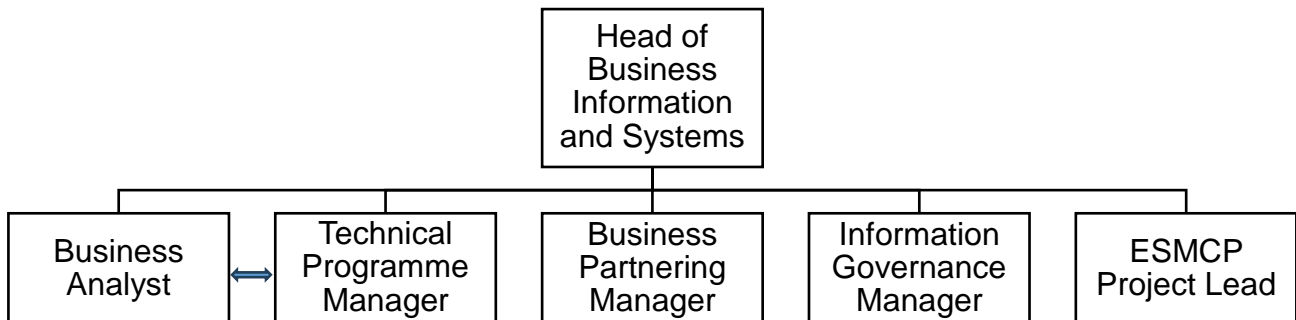
Working collaboratively with all parts of the Service and following best practice Business Analyst standards, e.g. BCS, BABOK/International Institute of Business Analysis, or equivalent. The role holder will use their analytical skillset to aid project scoping, planning, design, and delivery.

The role holder will champion and adapt industry best practice to meet our specific needs, strengthening our approach to change and growing the business analysis capability within the Service, by proactively promoting business analysis techniques and sharing knowledge with key stakeholders. The role holder will help the organisation understand tricky problems and provide data and analysis to enable robust decision making and process improvement.

More specifically, the role holder will be assigned to the RBFRS Productivity and Efficiency Programme producing and analysing current processes and data flows. They will use this information to identify, implement and evaluate improvements and new ways of working, ensuring robust processes and governance is in place, to maintain accurate data. In addition,

the role holder will document the requirements specification for a future technology solution and support the procurement process.

## Organisational Structure



While this role reports into the Head of BIS, day to day direction and support will come from the Technical Programme Manager.

## Key Responsibilities and Deliverables:

### Investigation

- Responsible for defining problems, scope, and boundaries to aid clear and robust business cases that support development, sign-off and procurement of solutions.
- Accountable for carrying out appropriate research, becoming a subject matter expert on topics relating to deliverables, to enable the successful challenge of stakeholders and achieving collective agreement where required.
- Responsible for identifying target benefit through skilful facilitation and driving of benefits management process. Challenging business stakeholders to maximise value and payback, identifying, mapping, documenting, and tracking the objectives, enablers, changes and benefits.
- Accountable for producing, maintaining, and achieving signed off documentation.
- Analyses the impact of the change on data, to ensure this is being efficiently used across systems. Identifies the need to pull in appropriate data team members for more in-depth data analysis, as needed.

### Consider Perspectives

- Accountable for identifying and liaising with key project stakeholders, SMEs and business stakeholders to utilise the right expertise and experience to ensure alignment to business strategy.

## Analyse Needs

- Accountable for identifying and documenting the gaps between the current state (as-is) and desired state (to-be).
- Accountable for identifying, capturing, and clearly articulating end-to-end business processes to achieve business sign-off, adhering to best practice standards.

## Evaluate Options

- Apply appropriate analysis techniques which align to and support the chosen delivery methodology being used as part of the change lifecycle (e.g. Waterfall, Agile), adjusted to suit the RBFRS environment.
- Assist in research, evaluation, and feasibility analysis of proposed solutions to ensure we maximise their potential and understand the expected return on investment.

## Define Requirements

- Accountable for engineering and maintaining Business (functional and non-functional), data (i.e. data governance, reporting/analytics.) and system requirements.
- Eliciting requirements through analysis and facilitated sessions, producing technical and functional requirements specifications, based on the agreed business processes.
- Manage requirements catalogues and mediate any changes with stakeholders throughout the delivery process.

## Delivery of Change

- Support the subsequent project phases in activities such as procurement, user acceptance testing, handover activities and training, ensuring the requirements are achieved.

## General

- Establish, develop, and maintain effective working relationships with all work colleagues and third parties.
- Observe and comply with RBFRS policies and procedures, promoting equality and inclusion in line with our aims and objectives.

- Continuously seek realistic ways to improve efficiency and effectiveness in your role, to help the department, and RBFRS, achieve its goals.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

## Person Specification

Qualifications and training	On recruitment	After Training
Foundation in Business Analysis, or equivalent	X	
International Diploma in Business Analysis, or equivalent	X	

Knowledge, skills and experience	On recruitment	After Training
2+ years' business analysis experience	X	
Process Mapping and Process Improvement	X	
Data analysis/experience of working on projects involving data	X	
Requirements elicitation techniques	X	
A team player who works well with technical and non-technical resources	X	
Ability to work independently	X	
Has an eye for detail and a natural ability to analyse information	X	
Excellent communication skills, both written and verbally	X	

### Other Requirements

Ability to travel to other locations within the county of Berkshire.

Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.

### RBFRS Behaviours

RBFRS Behaviours are contextualised into 4 levels. The level this role operates within is identified below

- Leading Yourself
- Leading Others
- Leading the Function
- Leading the Service

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<b>Personal Impact</b>	Comply with all finance and procurement policies, procedures and practices, demonstrating the highest levels of integrity at all times. Adhering to the RBFRS code of Conduct and related policies. Take responsibility for your own performance (including personal fitness) and participate positively in development activities.
<b>Working Together</b>	Promote and adhere to the Service's policies on equality and fairness. Value the contributions of a diverse workforce and respond to the different needs of individuals and group. Ensuring familiarity of Safeguarding Policy and practice. Contribute to the development of others.
<b>Delivering Quality and Service</b>	Treat members of the public with respect. Respond to the different needs of individuals and groups within the organisation and in the community.
<b>Organisational Effectiveness</b>	Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity, and behaviour. Demonstrate commitment to helping the service achieve its corporate commitments and vision.
<b>Health, Safety and Wellbeing</b>	Practice and promote the Services policies to support the health and safety of themselves and their colleagues and anyone else who may be affected by their actions.

<b>Profile prepared by:</b>	Ellie Wilde		
<b>Approved by:</b>	Lukasz Wrona/David Crease		
<b>Profile Effective from:</b>	August 2024	<b>Last reviewed:</b>	August 2024
<b>Post holder name:</b>		<b>Signature:</b>	
		<b>Date:</b>	