

# Job Description



SCH has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

<b>Post Title</b>	Business Analyst	<b>Post No</b>	SCH59
<b>Directorate</b>	Customer Transformation and Business Support		
<b>Division</b>	Customer Service Transformation & Business Support		
<b>Salary Band/Range</b>	Band E £37,035 to £42,708 per annum. Incremental progression is subject to performance.		
<b>Responsible to</b>	Digital Lead Customer Transformation and Business Support		
<b>Location</b>	Endeavour House / Flexible		
<b>DBS Check</b>	Not Applicable		
<b>Fixed Term Contract</b>	This is a fixed term contract for a period of 12 months.		

## 1. Job Purpose

Solihull Community Housing (SCH) are looking for a Business Analyst to work across operational and project based initiatives within the business. The focus will be clear; translating the delivery of operational processes, procedures and technology into excellent customer service embedding new ways of working and ensuring an ethos of continuous improvement is cascaded across teams to sustain high levels of performance.

In order to meet our ambitious targets, we want to ensure that everything we do really is with our customers in mind.

To help us achieve this we are launching a number of exciting projects across the business to transform and improve everything from the way customers book repairs, to our digital capability, to how well we support those who are more vulnerable in our communities.

We want a skilled and curious person who can look at the way we do things, challenge the norm and help us re shape what we do and how we do it.

You will be working with a variety of teams from repairs and maintenance, contact centre, estates services and IT to help us deliver excellent customer service.

<b>2.</b>	<b>Key Responsibilities</b>
<b>2.1</b>	<b>Main Duties</b>
	<p>You will be responsible for the following duties:</p> <ul style="list-style-type: none"> <li>• Design and develop efficient processes using our low-code platform</li> <li>• Collaborate with cross-functional teams to identify business needs and translate them into innovative solutions.</li> <li>• Streamline workflows, enhance user experiences, and drive operational efficiency.</li> <li>• Capture and define 'As-Is' and 'To-Be' business processes and identify business requirements needed to make the transition</li> <li>• Gather data including root cause analysis and performance trends to develop appropriate process <del>control</del> changes.</li> <li>• Map out <del>key</del> customer journeys to <del>continually</del> improve and streamline, which have been identified through our customer feedback data.</li> <li>• Translate business requirements into design, development and technical solution requirements</li> <li>• Create version controlled standard operating procedures (SOPS) for key processes across the business</li> <li>• Lead on implementation and post implementation process improvement projects.</li> <li>• Actively contribute to organisation performance and delivery targets and strategic priorities.</li> <li>• Support the achievement of high levels of customer satisfaction (90%+) through identifying and eliminating process waste or ineffective/disjointed processes including digital channels.</li> <li>• Such other duties as may be reasonably required from time to time</li> </ul>
<b>2.2</b>	<b>Safeguarding</b>
	<ul style="list-style-type: none"> <li>• SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.</li> </ul>
<b>2.3</b>	<b>Buildings &amp; Equipment</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>2.4</b>	<b>Health &amp; Safety</b>
	<ul style="list-style-type: none"> <li>• Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.</li> </ul>
<b>2.5</b>	<b>Information Management</b>
	<ul style="list-style-type: none"> <li>• As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner</li> </ul>

	commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR
<b>2.6</b>	<b>Policies &amp; Procedures</b>
	<ul style="list-style-type: none"> <li>The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.</li> </ul>

<b>3.</b>	<b>Other Conditions</b>
<b>3.1</b>	<b>Mobility</b>
	<ul style="list-style-type: none"> <li>Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.</li> </ul>
<b>3.2</b>	<b>Equal Opportunities</b>
	<ul style="list-style-type: none"> <li>SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.</li> </ul>
<b>3.3</b>	<b>Variations to Job Descriptions</b>
	<ul style="list-style-type: none"> <li>Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH therefore retains the right to amend job descriptions to reflect changing requirements.</li> </ul>
<b>3.4</b>	<b>Training and Development</b>
	<ul style="list-style-type: none"> <li>SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.</li> </ul>
<b>3.5</b>	<b>Lean</b>
	<ul style="list-style-type: none"> <li>SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.</li> </ul>
<b>3.6</b>	<b>SCH Behavioural Framework</b>
	<ul style="list-style-type: none"> <li>SCH expects all employees to conduct themselves in a way that is consistent with the HEART values and behaviours set out in the SCH Behavioural Framework.</li> </ul>

<b>Reviewed</b>	Kevin Bennett
<b>Date:</b>	September 2021

# Person Specification



SCH has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

<b>Post Title</b>	Business Process Analyst	<b>Post No</b>	SCH59
<b>Directorate</b>	Customer Transformation and Business Support		
<b>Division</b>	Digital Team		
<b>Salary Band/Range</b>	Band E £33,820 to £39,493 per annum		
<b>Responsible to:</b>	Digital Lead Customer Transformation and Business Support		
<b>Location</b>	We offer hybrid working. Base location will be Solihull Community Housing office within the Metropolitan Borough of Solihull.		
<b>DBS Check</b>	Not Applicable		
<b>Fixed Term Contract</b>	This is a fixed term contract for a period of 12 months		
<b>Special Conditions</b>	None		

## METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Measured By</b>
<b>Education &amp; Qualifications</b>	Degree or equivalent experience in a relevant field, e.g. Business Administration/Management or Social Sciences	Lean Six Sigma Yellow or Green Belt Low code platform development	AF

<b>Skills &amp; Abilities</b>	Effective listening and negotiating skills and ability to challenge		AF/I
	Able to facilitate process workshops that involve eliciting process requirements and liaising with users		AF/I
	Able to produce clear and concise written project plans project management methodology	Knowledge of business analysis and project & programme	AF/I

	Knows when to escalate issues to managers, but always seeks to provide solutions to problems when doing so	management techniques, i.e.: Prince2 and or MSP	
	Analytical and problem-solving skills		AF/I

<b>Experience &amp; Knowledge</b>	Experience of delivering complex business process changes into the business	Understanding of all or some of the following – repair and maintenance processes, contact centres or housing operations	AF/I
	A demonstration of the techniques associated with continuous improvement such as of Lean, Root Cause Analysis, Kanban, Agile, Change management		AF/I
	Experience of business process mapping, customer journey mapping, process re-engineering and customer satisfaction improvement projects		AF/I
	Experience of delivering business improvements and developments which deliver real efficiencies, enhance the end users experience and improve working processes		AF/I
	Experience of transforming user stories into functional requirements	Developing in a low code platform	AF/I

<b>Core Behaviours</b>	<b>Honest &amp; Responsibility</b> - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
	<b>Excellence</b> - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	<b>Achieving Together</b> - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	<b>Respect and Trust</b> - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You	Interview

	promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	
	<b>Transparency and Simplicity</b> - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview
	<b>Leadership</b> - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

<b>Compiled/Reviewed</b>	Kevin Bennett
<b>Date:</b>	September 2021