



SOUTH LANARKSHIRE
Leisure & Culture

Business Analyst Job Profile

Service: Strategy & Governance	Grade Scale: Grade 3 Level 2
Reports to: Governance and Compliance Manager	

Purpose of Job

To work as part of Strategy and Governance team ensuring delivery of improved business efficiency and service delivery in line with the SLLC's policies and strategies.

Key tasks and responsibilities

To project manage the development and implementation of new initiatives to improve business efficiency and service delivery in line with the SLLC's policies and strategies.

Determine how the organisation is currently operating via research, including, and collecting quantitative data and explore different solutions, their risks, benefits, and impacts proposing solutions to managers, and keeping them updated with progress.

Identify and collect key performance data, benchmarking and indicators whilst effectively communicating insights and plans to cross-functional team members and management and creating documents to outline the proposed changes and the steps involved.

To manage the quality management systems (QMS).

Oversee customer satisfaction surveys and audits.

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none">Industry experience in business analyst environment.	<ul style="list-style-type: none">Educated to degree level or equivalent in a relevant discipline or equivalent relevant experience approach and strong customer focus.Experience of working with a diverse range of colleagues within a large and complex organisation.Experience of reporting to senior management

<p>Skills, knowledge, experience</p>	<ul style="list-style-type: none"> • Track record in a business analysis environment. • Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail. • You will have a demonstrable track record of success in a corporate environment, ideally across a range of relevant activities, delivering within a customer-facing environment. • Track record of working with multidisciplinary teams. • You will have strong interpersonal and motivational skills; an ability to clearly convey complex ideas, working collaboratively across a range of services and teams. • Excellent IT skills, including components of Microsoft Office software, with good working knowledge of using key database & finance systems. 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Demonstrating fresh and innovative thinking coupled with an effective approach to problem solving. • Good communicator and team player able to build networks both internally and externally; experience of managing relationships and expectations of multiple partners. 	

	<ul style="list-style-type: none"> • Ability to build trust and maintain relationships with internal and external stakeholders. 	
Other	<ul style="list-style-type: none"> • Be Positive “can do” attitude and willingness to support others where needed. • Ability to multi-task and work in a focused and fast-paced environment 	

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

Own It – what can you do

- Are motivated to deliver the best possible services possible.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.

- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.