

London Borough of Bexley - Job Description Template for HAY Grades (Bexley10 & above)

Management Group: Chief Executive's
Department/Section: Transformation & Delivery Unit
Job Title: Transformation Business Analyst
Reports to: Lead Transformation Business Analyst
Grade: Bexley16

Purpose of the job

The Transformation Business Analyst is a critical strategic enabler within the Council's transformation and improvement portfolio, responsible for leading the development and execution of high-impact business analysis across major projects and programmes.

The core function is to lead the organisation from complex problem definition through strategic solution design, ensuring all proposed changes drive measurable benefits and align with the Council's long-term vision. This includes designing target operating models, developing robust business cases, and applying analysis across the full lifecycle, from requirements gathering to testing.

The role requires independent judgment, creative problem-solving, and political acumen to navigate complex, dynamic delivery environments, and is pivotal in contributing to a sustainable, high-calibre internal capability for transformation.

Principal accountabilities

Strategy

- Define and evaluate problem statements and transformation options, helping to formulate recommendations that consider feasibility, benefits, and impact, and designing target operating models and developing robust business cases.
- Influence strategic transformation and change plans by ensuring all business analysis outputs align with the organisation's strategic goals and vision.
- Act as a critical friend to stakeholders at all levels, including senior leaders, using judgement and creativity to secure buy-in and decisions within complex, political landscapes.
- Formalise the development of the business analysis practice by identifying opportunities, disseminating best practice through the development of toolkits, and mentoring other Business Analysts to build a robust, sustainable internal capability.

Direction

- Apply the most appropriate analysis techniques to understand the context, the problem, and root causes, including identifying system capabilities and developing conceptual models and system requirements for bespoke solutions.

- Design and lead business process functions and usability frameworks, applying techniques to analyse, validate, and prioritise user experience needs to support data-informed decision-making.
- Work across all stages of the project lifecycle and a variety of service areas on complex issues, including designing operating models, organisational design, financial modelling, and business case writing.
- Support the testing phase by defining business scenarios, developing acceptance criteria, and reviewing prototypes, test plans, and outcome reporting to ensure requirements are met and can be traced to developed functionality.

Implementation

- Lead the analysis and design of process improvements by evaluating existing processes, conducting business process mapping and redesign (current and desired states), and independently designing, prioritising, and facilitating the implementation of solutions.
- Identify, analyse, challenge, and validate business and user requirements, building consensus and coordinating their prioritisation with stakeholders, and defining the acceptance criteria and supporting the testing phase to ensure requirements are traceable to developed functionality.
- Apply a range of recognised business analysis tools and approaches in complex project environments to achieve successful outcomes and lead a matrix-managed team, motivating and constructively challenging colleagues.
- Ensure projects and programme delivery accountability by providing accurate and timely progress reports and using effective communication to coordinate and inform stakeholders.

Organisational Control and Development

- Act as the senior professional expert for business analysis within the team, executing assigned work packages in an efficient and effective way, supporting the implementation of best practice and corporate priorities defined by the Lead Transformation Business Analyst.
- Drive continuous improvement for the business analysis function by actively sharing knowledge, promoting best practices, and contributing to a culture of learning and the development of a robust internal capability.
- Act as a critical resource and key point of reference for the wider team, actively troubleshooting issues across projects to maintain delivery momentum and participating in service and team activities.
- Provide hands-on guidance, mentorship, and support to Management Trainees and Apprenticeship Officers, and assist in the onboarding of new team members to ensure a smooth transition and rapid integration into the team.

Staff Management and Development

- Act as a role model and source of expertise for junior staff, providing support and guidance for their development, and assisting in the onboarding and mentoring of new team members for rapid integration.

- Actively contribute to the overall development of the business analysis function by sharing knowledge, best practices, and lessons learned, and disseminating best practice through the development of toolkits.
- Accountable for managing assigned work packages, working closely with Transformation Programme Leads and Delivery Programme Managers to ensure these are on track, and deputising for the Lead Transformation Business Analyst as required.
- Champion and support a culture of learning and workforce planning that enables junior staff to realise their potential and contribute to the continuous improvement of systems and processes as part of the corporate transformation programme.

Personal Effectiveness

- Demonstrate a proactive approach and a high degree of autonomy, anticipating challenges and adapting plans to meet demands within a complex and uncertain environment.
- Apply a wide range of business analysis tools and techniques to troubleshoot and drive forward transformation and change initiatives with confidence.
- Maintain a strong understanding of the organisation's strategic goals and vision, ensuring all workstreams and large-scale initiatives align with the broader corporate context and their far-reaching impact.
- Possess excellent presentation and communication skills, with the ability to develop persuasive arguments for diverse audiences, alongside a commitment to Continuous Professional Development (CPD) to improve personal effectiveness.

Person Specification

Management Group: Chief Executive's
 Department/Section: Transformation & Delivery Unit
 Job Title: Transformation Business Analyst

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Relevant professional qualification in business analysis.	E	Application Form
Commitment to Continuous Professional Development (CPD), staying current with the latest business analysis methodologies, tools, and best practices.	E	Application Form
Degree-level qualification or equivalent professional qualification in a relevant discipline.	D	Application Form
(b) Relevant technical experience, knowledge & skills/abilities		
Extensive demonstrable experience as a Business Analyst, with a strong track record of applying a wide range of analysis tools and approaches in complex project environments.	E	Application Form / Interview / Presentation
Deep knowledge of business process mapping and redesign techniques, with the ability to analyse, validate, and prioritise user experience needs and translate these into clear functional and non-functional requirements.	E	Application Form / Interview / Presentation
Thorough understanding of business analysis methodologies, best practices and tools, with the ability to identify and apply the most appropriate	E	Application Form / Interview / Presentation

techniques to understand problems and their root causes.

Exceptional stakeholder management skills, with extensive experience influencing and negotiating with a wide range of stakeholders, including senior leaders, to secure buy-in and drive change.	E	Application Form / Interview / Presentation
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Excellent written and verbal communication skills, with the ability to articulate complex issues and present findings in a clear, concise, and persuasive manner to diverse audiences.	E	Application Form / Interview
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Ability to operate with a high degree of autonomy and judgment to navigate ambiguous and complex situations, acting as a critical friend to challenge existing assumptions.	E	Application Form / Interview
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Proven ability to lead and motivate a team, providing mentoring and support to junior staff, with a passion for building internal capability and disseminating best practice.	D	Application Form
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(c) Other Additional Requirements

Demonstrable commitment to and understanding of the Council's values and behaviours.	E	Application Form
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The ability and willingness to work evenings and weekends as required to meet the needs of all service users and stakeholders.	E	Application Form
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KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance

These HPI values should not be changed.