Job/Position Description: **Business Analyst**

for Shropshire Fire and Rescue (IT Services)

General Requirements

Job/Position Description Description Profile	
Attribute	Description
Default Language	English
FTE count for this job/role	1.0
Creation Date	Nov 23, 2022
Version Number	1
Prepared By	
Job or Role	Job/Position Description
Job/Role Refence	SFRS_ICT_011
Seniority	Experienced Employee
Reporting to	Information Systems Team Leader
Employment Status	Permanent Full-time
Department or Function	ICT
Location	Headquarters, Shrewsbury
Purpose and Scope	Responsible for supporting change within the Service, and defining requirements. Using an analytical approach to critically challenge current processes, and supporting the development of digital solutions, to bring about both tangible and intangible benefits to the Service. The post holder will help to define and document the need for development and changes relating to digital, data and technology. Responsible for providing business process reviews, process maps, capturing and documenting user journeys, conducting gap analysis, and working across multiple stakeholders to elicit and define requirements.
Key Accountabilities	- Capture user stories from teams into process maps and detailed documentation. - Critically challenge current working practices to encourage ideas and thinking that result in departmental process improvements. - Appropriately interpret user story details into clearly defined requirements that enable developer(s) to build solutions. - Champion changes that are capable of delivering efficiency and improvement in working practices. - Maintain an appropriate level of liaison and feedback between functional team(s) and the developer(s) - Supporting the embedding of process change into business as usual activity. - Working with the stakeholders to identify the most appropriate solution to meet the business needs. - Develop and maintain documentation and guidelines where required. - Have an interest, knowledge and understanding of organisational processes, as well as digital, data and technology. - Provide verbal and/or written updates to relevant committees/groups relating to business analysis findings and their impacts, as and when required.
Key Processes	
Education Requirements	Desirable: - Degree at bachelors level, or equivalent
Qualification Requirements	Desirable: - Recognised business analysis qualification such as BCS Business Analysis Foundation
Other Requirements	Other tasks: Knowledge and Skills:

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	This job requires analytical, problem solving and creative skills. The jobholder is regularly faced with problems or situations which they must resolve personally. The jobholder will need to grow knowledge of the Authority's relevant procedures or practices plus relevant technical knowledge. • Researching and analysing existing business processes to identify areas for improvement • Improving the organisation's operational processes to enhance its productivity • Developing reports to support their recommendations for improvements • Contributing to the implementation of projects from beginning to end Demands: Ensure that the tasks and duties of this job are carried out correctly. Working to deadlines, often with multiple concurrent projects and activities. Experience: Essential - Practical application of business analysis skills - Experience in using software to produce process maps. - Experience of creating customer user stories Desirable - Experience in Six Sigma - Experience of creating documentation and procedures relating to information systems - Experience of working in a Fire Service environment Skills: Essential - Ability to speak with confidence when supporting reasons for change and 'negotiating' outcomes. - Good analytical skills with the ability to analyse different processes/situations and make recommendations for change using a business analysis approach. - Good Communication skills – written and oral. - Facilitation skills to bring together team and developers. - The ability to prioritise and meet deadlines. - Ability to work within scope but adaptable to change as situations dictate. Desirable - Understanding of Authority relevant practices and procedures. Personal Qualities: Essential - Ability to build and sustain effective working relationships with colleagues at all levels - Ability to work as part of a team - Ability to have a good attention to detail in all areas of work - Ability to carry out duties in a confident, professional, but friendly manner
Customer Reference	

Generic Attribute Requirements

SFIA has been used in this Job/Position Description in 2 ways:

To identify the level of responsibility required to perform this Job/Position Description. This is done by looking at 5 key generic attributes - Autonomy, Influence, Complexity, Business Skills and Knowledge.
To identify the skills and levels required or desirable to perform this Job/Position Description

7	set strategy, inspire, mobilise
6	initiate/influence
5	ensure/advise
4	enable
3	apply
2	assist
1	follow

SFIA provide 7-level structure for both the level of responsibility AND professional skills, with some guiding words that act as a brief indicator, as shown in the table.

Based on the answers provided the Business Analyst Job/Position Description has been assessed as requiring the following minimum generic levels of responsibility (LoR):

Generic LoR Name	Level Description	Guiding Words	No.
Autonomy	* Works under general direction within a clear framework of accountability. * Exercises considerable personal responsibility and autonomy. * When required, plans, schedules, and delegates work to others, typically within own team.	Enable	4
Influence	* Influences critical decisions in their domain. * Has operational level contact impacting execution and implementation with internal colleagues and external contacts. * Has significant influence over the allocation and management of resources required to deliver projects.	Ensure, advise	5
Complexity	* Work includes a broad range of complex technical or professional activities in varied contexts.	Enable	4
Knowledge	* Applies knowledge across different areas in their field, integrating this knowledge to perform complex and diverse tasks. * Applies a working knowledge of the organisation's domain.	Enable	4
Collaboration	* Facilitates collaboration between stakeholders who share common objectives. * Engages with and contributes to the work of cross-functional teams to ensure that user/customer needs are being met throughout the deliverable/scope of work.	Enable	4
Communication	* Communicates with both technical and non-technical audiences including team and stakeholders inside and outside the organisation. * As required, takes the lead in explaining complex concepts to support decision making. * Listens and asks insightful questions to identify different perspectives to clarify and confirm understanding.	Enable	4
Improvement mindset	* Encourages and supports team discussions on improvement initiatives. * Implements procedural changes within a defined scope of work.	Enable	4
Creativity	* Applies, facilitates and develops creative thinking concepts and finds alternative ways to approach team outcomes.	Enable	4
Decision making	* Uses judgment and substantial discretion in identifying and responding to complex issues and assignments related to projects and team objectives. * Escalates when scope is impacted.	Enable	4
Digital mindset	* Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. * Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism.	Enable	4
Leadership	* Leads, supports or guides team members. * Develops solutions for complex work activities related to	Enable	4

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	assignments. * Demonstrates an understanding of risk factors in their work. * Contributes specialist expertise to requirements definition in support of proposals.		
Learning and development	* Rapidly absorbs and critically assesses new information and applies it effectively. * Maintains an understanding of emerging practices and their application and takes responsibility for driving own and team members' development opportunities.	Enable	4
Planning	* Plans, schedules and monitors work to meet given personal and/or team objectives and processes, demonstrating an analytical approach to meet time and quality targets.	Enable	4
Problem solving	* Investigates the cause and impact, evaluates options and resolves a broad range of complex issues.	Enable	4
Adaptability	* Enables others to adapt and change in response to challenges and changes in the work environment.	Enable	4
Security, privacy and ethics	* Adapts and applies applicable standards, recognising their importance in achieving team outcomes.	Enable	4

Job/Position Description: **Business Analyst**

Professional Skill Requirements

SFIA8 describes 121 professional skills, each at several of the 7-levels. The skills below have been selected as most relevant for performance of the Business Analyst Job/Position Description. These are shown below, along with an indication of whether they are required or merely desirable.

LEGEND

R = The skill at this level is **Required** **D** = The skill at this level is **Desired**

Job/Position Description SFIA Skills Profile

Category	Sub Category	Skill	Code	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Strategy and architecture	Strategy and planning	Solution architecture	ARCH				D			
Strategy and architecture	Advice and guidance	Methods and tools	METL			D	D			
Change and transformation	Change implementation	Project management	PRMG				R	D		
Change and transformation	Change analysis	Business situation analysis	BUSA			R	R	D		
Change and transformation	Change analysis	Feasibility assessment	FEAS			D	D	D		
Change and transformation	Change analysis	Requirements definition and management	REQM		R	R	R	D		
Change and transformation	Change analysis	User acceptance testing	BPTS		R	R	R	D		
Change and transformation	Change planning	Business process improvement	BPRE					R		
Development and implementation	Systems development	Systems design	DESN			D	D			
Development and implementation	User centred design	User experience analysis	UNAN			R	R	D		
Development and implementation	User centred design	User experience design	HCEV			R	D			
Development and implementation	User centred design	User experience evaluation	USEV		R	D	D	D		
Development and implementation	Content management	Content design and authoring	INCA	R	R	R				
Delivery and operation	Service management	Service acceptance	SEAC				R	D		
People and skills	People management	Organisational facilitation	OFCL				R			
People and skills	Skills management	Learning delivery	ETDL		D	D				

Job/Position Description Skill Attributes (if any)

The table below contains a list of required Skill Attributes for this Job/Position Description as they relate to SFIA skills.

Skill	Code	Attributes
Methods and tools	METL	Lean
Business process improvement	BPRE	Visio
Business process improvement	BPRE	Lean

Additional Framework Requirements (if any)

Category	Competency	Level	Description

The level descriptions shown below are those identified as required or desirable for this Job/Position Description.

Solution architecture (ARCH)

Overall description - Developing and communicating a multi-dimensional solution architecture to deliver agreed business outcomes.

Level	Level Description
4 (Desirable)	Contributes to the development of solution architectures in specific business, infrastructure or functional areas. Identifies and evaluates alternative architectures and the trade-offs in cost, performance and scalability. Determines and documents architecturally significant decisions. Produces specifications of cloud-based or on-premises components, tiers and interfaces, for translation into detailed designs using selected services and products. Supports projects or change initiatives through the preparation of technical plans and application of design principles. Aligns solutions with enterprise and solution architecture standards (including security).

Methods and tools (METL)

Overall description - Leads the adoption, management and optimisation of methods and tools, ensuring effective use and alignment with organisational objectives.

Level	Level Description
3 (Desirable)	Provides support on the use of existing methods and tools. Configures and maintains methods and tools within a known context. Creates and updates the documentation of methods and tools. Identifies and resolves basic issues related to tool usage.
4 (Desirable)	Engages with stakeholders to understand requirements and recommends appropriate solutions. Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards. Tailors processes to meet specific needs while ensuring they align with established standards and are informed by evaluations of methods and tools. Reviews and improves usage and application of methods and tools.

Project management (PRMG)

Overall description - Delivering agreed project outcomes by aligning appropriate management techniques, collaboration, leadership and governance to specific project and organisational contexts.

Level	Level Description
4 (Required)	Defines, documents and executes small projects or sub-projects. Works independently or with a small team, actively participating in all project phases. Applies appropriate project management methods and tools. Identifies, assesses and manages risks effectively. Prepares realistic project plans ((including scope, schedule, quality, risk and communication plans), ensuring stakeholder involvement and alignment with organisational governance standards. Tracks activities against the project schedule, managing stakeholder involvement as appropriate. Monitors costs, times, quality and resources used. Takes action where these exceed agreed tolerances.
5 (Desirable)	Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects. Provides effective leadership to the project team, adopting suitable project management methods and tools. Manages change control processes and assesses risks, ensuring projects align with governance frameworks and business priorities. Communicates regularly with stakeholders, ensuring project deliverables meet agreed standards, budgets and timelines. Ensures project and product quality reviews occur on schedule and according to procedure. Proactively monitors performance metrics, implementing preventive and corrective actions as needed.

Business situation analysis (BUSA)

Overall description - Investigating business situations to define recommendations for improvement action.

Level	Level Description
3 (Required)	Investigates straightforward business situations to identify and analyse problems and opportunities. Contributes to the recommendation of improvements. Follows agreed standards and techniques to investigate, analyse and document business situations. Engages with stakeholders under direction.
4 (Required)	Investigates business situations where there is some complexity and ambiguity. Adopts holistic view to identify and analyse problems and opportunities. Contributes to the selection of the approach and techniques to be used for business situation analysis. Conducts root cause analysis and identifies recommendations for improvements. Engages and collaborates with operational stakeholders.
5 (Desirable)	Plans, manages and investigates business situation analysis where there is significant ambiguity and complexity. Advises on the approach and techniques to be used for business situation analysis. Ensures holistic view adopted to identify and analyse wide-ranging problems and opportunities. Engages and collaborates with a wide range of stakeholders, including those at the management level. Gains agreement from stakeholders to conclusions and recommendations. Contributes to definition of organisational standards and guidelines for business situation analysis.

Feasibility assessment (FEAS)

Overall description - Defining, evaluating and describing business change options for financial, technical and business feasibility and strategic alignment.

Level	Level Description
3 (Desirable)	Supports option identification and feasibility assessment. Selects and employs standard techniques to get the information required for feasibility assessment. Supports identification of tangible costs and benefits, and development of business cases.
4 (Desirable)	Selects relevant feasibility assessment approaches and techniques. Identifies the range of possible options. Undertakes short-listing of options and feasibility assessment. Engages with internal and external stakeholders to get the information required for feasibility assessment. Supports preparation of business cases including cost/benefit, impact and risk analysis for each option.
5 (Desirable)	Manages investigative work to enable feasibility assessments. Collaborates with stakeholders and specialists to get the information required for feasibility assessment. Advises on the selection of feasibility assessment approaches and techniques relevant to the business situation and options. Prepares business cases, including cost/benefit, impact and risk analysis for each option.

Requirements definition and management (REQM)

Overall description - Managing requirements through the entire delivery and operational lifecycle.

Level	Level Description
2 (Required)	Uses standard techniques to elicit, specify and document requirements for simple subject areas with clearly-defined boundaries. Assists in the definition and management of requirements. Assists in the creation of a requirements baseline/backlog. Assists in investigating and applying changes to requirements.
3 (Required)	Defines and manages scoping, requirements definition and prioritisation activities for small-scale changes and assists with more complex change initiatives. Follows agreed standards and applies appropriate techniques to elicit and document detailed requirements. Provides constructive challenge to stakeholders as required. Reviews requirements for errors and omissions. Prioritises requirements and documents traceability to source.

	Provides input to the requirements baseline/backlog. Investigates, manages and applies requests for changes to requirements, in line with change management policy.
4 (Required)	Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity. Contributes to selecting the requirements approach. Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements. Establishes requirements baselines or backlogs, obtains appropriate agreement to requirements and ensures traceability to source.
5 (Desirable)	Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives. Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques. Contributes to the development of organisational methods and standards for requirements management. Obtains input and agreement to requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. Establishes requirements baselines or backlogs. Ensures changes to requirements are investigated and managed.

User acceptance testing (BPTS)

Overall description - Validating systems, products, business processes or services to determine whether the acceptance criteria have been satisfied.

Level	Level Description
2 (Required)	Assists in planning and preparing acceptance tests for systems, products, business processes or services. Assists in collecting feedback from acceptance testing.
3 (Required)	Follows agreed standards and techniques to devise test cases and scenarios based on pre-defined acceptance criteria. Analyses and reports on test activities, results, issues and risks.
4 (Required)	Develops acceptance criteria related to functional and non-functional requirements, business processes, features, user stories and business rules. Designs and specifies test cases and scenarios to test that systems, products and services fulfil the acceptance criteria and deliver the predicted business benefits. Collaborates with project colleagues and stakeholders involved in the analysis, development and operation of products, systems or services to ensure accuracy and comprehensive test coverage. Analyses and reports on test activities, results, issues and risks including the work of others.
5 (Desirable)	Plans and manages user acceptance testing activity. Specifies the testing environment. Manages the creation of test cases and scenarios, ensuring they reflect realistic operational conditions and coverage needs. Ensures entry and exit criteria are set and met before user acceptance testing starts or ends. Specifies required user resources. Ensures users receive appropriate training and support. Ensures tests and results are documented, analysed and reported, highlighting issues and risks to stakeholders. Provides authoritative advice on acceptance testing planning and execution.

Business process improvement (BPRE)

Overall description - Creating new and potentially disruptive approaches to performing business activities.

Level	Level Description
5 (Required)	Manages the execution of business process improvements. Assesses the feasibility of business process changes and recommends alternative approaches. Selects, tailors and implements methods and tools for improving business processes at programme, project or team level. Contributes to the definition of organisational policies, standards and guidelines for business process improvement.

Systems design (DESN)

Overall description - Designing systems to meet specified requirements and agreed systems architectures.

Level	Level Description
3 (Desirable)	Follows standard approaches and established design patterns to create new designs for simple systems or system components. Identifies and resolves minor design issues. Identifies alternative design options and seeks guidance when deviating from established design patterns.
4 (Desirable)	Designs system components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology. Identifies and evaluates alternative design options and trade-offs. Creates multiple design views to address the concerns of the different stakeholders and to handle functional and non-functional requirements. Models, simulates or prototypes the behaviour of proposed system components to enable approval by stakeholders. Produces detailed design specifications to form the basis for the construction of systems. Reviews, verifies and improves own designs against specifications.

User experience analysis (UNAN)

Overall description - Understanding the context of use for systems, products and services and specifying user experience requirements and design goals.

Level	Level Description
3 (Required)	Applies standard techniques and tools for developing user stories and eliciting user experience requirements. Organises and structures user experience analysis. Works with stakeholders to prioritise requirements and resolve conflicts.
4 (Required)	Selects appropriate techniques and tools to develop user stories and elicit user experience requirements in complex situations. Identifies and describes the design goals for systems, products, services and devices. Identifies the roles of affected stakeholder groups. Resolves potential conflicts between differing user requirements. Specifies measurable criteria for the required usability and accessibility of systems, products, services and devices.
5 (Desirable)	Determines the approaches to be used for user experience analysis. Plans and manages user experience and accessibility analysis activities. Provides expert advice and guidance to support the adoption and adaptation of agreed approaches. Develops user experience tools, techniques and standards as part of the organisation's framework for user-centred design

User experience design (HCEV)

Overall description - Producing design concepts and prototypes for user interactions and experiences of a product, system or service.

Level	Level Description
3 (Required)	Applies standard techniques and tools for designing user interactions with and experiences of selected system, product or service components. Reviews design goals and agreed security, usability and accessibility requirements. Creates design artefacts to communicate ideas. Contributes to overall user experience design as part of a team. Assists in evaluating design options and trade-offs. Considers and applies visual design and branding guidelines consistently when appropriate.
4 (Desirable)	Selects appropriate tools, methods and design patterns to design user interactions with and experiences of a product, system or service. Translates concepts into outputs and prototypes for user feedback and evaluation. Evaluates alternative design options and recommends designs taking into account performance, security, usability and accessibility requirements. Considers and integrates appropriate visual design and branding elements in user experience designs.

User experience evaluation (USEV)

Overall description - Validating systems, products or services against user experience goals, metrics and targets.

Level	Level Description
2 (Required)	Assists in preparing and operating the environment, facilities and tools needed to evaluate systems, products, services or devices. Assists in the collection of feedback on prototypes and designs from users and others.
3 (Desirable)	Evaluates design options and prototypes to obtain user feedback on requirements of developing systems, products, services or devices. Tests the usability and accessibility of components and alternative designs. Administers a range of evaluations, recording data and feedback. Analyses evaluation data and recommends actions. Identifies areas for future user research. Checks systems, products, services or devices for adherence to applicable standards, guidelines, style guides and legislation. Evaluates the usability of existing or competitor systems to provide benchmark values and as input to design.
4 (Desirable)	Selects appropriate tools and techniques to evaluate user experiences of systems, products, services or devices. Validates that security, usability and accessibility requirements have been met. Checks operational systems, products, services or devices for changes in usability and accessibility needs. Interprets and presents results of evaluations, prioritises issues and reports on remedial actions. Collates input for future user research.
5 (Desirable)	Manages user experience evaluation of systems, products, services or devices. Assures that the security, usability and accessibility requirements are met and required practices have been followed. Advises on what to evaluate, type of evaluation to use and the extent of user involvement required. Works iteratively with design teams to ensure feedback from the evaluation is understood and acted upon. Advises on the achievement of required usability and accessibility levels of specific designs or prototypes. Prioritises input for future user research.

Content design and authoring (INCA)

Overall description - Planning, designing and creating content that meets user-centred and organisational needs, encompassing textual information, graphical content and multimedia elements.

Level	Level Description
1 (Required)	Contributes, under instruction, to the generation of content and the configuration of content items and files. Executes pre-planned testing activities under supervision and records findings.
2 (Required)	Works with colleagues and stakeholders to understand audience needs and to assimilate source material. Creates draft content to meet the requirements of the audience as clearly, simply and quickly as possible. Applies guidelines and standards to moderate content from others, escalating where appropriate.
3 (Required)	Produces information artefacts that are accurate, current, relevant and easily understood by the intended audience. Clarifies detailed content requirements with clients and representatives of the intended audience. Designs, creates, controls and evaluates moderately complex subject matter. Makes informed decisions about the best way to present information to an audience. Applies moderation and editing processes to content supplied by others.

Service acceptance (SEAC)

Overall description - Managing the process to obtain formal confirmation that service acceptance criteria have been met.

Level	Level Description
4 (Required)	Engages with delivery teams to confirm that products developed meet the service acceptance criteria and are to the required standard. Assesses risks related to service acceptance and suggests actions to address identified

	risks. Facilitates the communication of acceptance criteria across teams to maintain alignment and consistency throughout the process. Provides input into change control processes.
5 (Desirable)	Engages with delivery teams to ensure correct products are produced in a timely fashion. Leads the assessment of complex or critical service deliverables, ensuring they meet both current and future operational needs. Leads comprehensive risk evaluations identifying and prioritising risks that may impact service readiness. Provides authoritative advice on service acceptance practices. Provides recommendations for enhancing service readiness and improving service acceptance processes. Evaluates the quality of project outputs against agreed service acceptance criteria.

Organisational facilitation (OFCL)

Overall description - Supporting workgroups to implement principles and practices for effective teamwork across organisational boundaries and professional specialisms.

Level	Level Description
4 (Required)	Facilitates a series of group activities or workshops in situations of complexity and ambiguity and competing stakeholder needs. Designs a structured sequence of meetings, events or workshops to solve complex problems. Understands required outcomes and outputs from teams and facilitates the team to deliver these. Helps to improve team processes and performance in meetings, events or workshops.

Learning delivery (ETDL)

Overall description - Transferring knowledge, developing skills and changing behaviours using a range of techniques, resources and media.

Level	Level Description
2 (Desirable)	Performs a range of learning activities under direction to support the delivery of learning objectives. Assists in the preparation of learning environments. Observes learners performing practical activities and work, providing assistance with routine enquiries and escalating where needed.
3 (Desirable)	Delivers learning activities to various audiences using prepared materials aligned with established learning objectives. Follows established guidelines to prepare the learning environment. Assists in developing and maintaining relevant examples and case studies. Uses a range of delivery techniques to develop learner skills and knowledge. Observes learners performing practical activities and work. Advises and assists where necessary. Provides detailed instruction where necessary and responds to questions, seeking advice in exceptional conditions beyond own experience.

General Notes from Job/Role Editor

No notes recorded