



**Permanent - Entry Level Business Analyst**

**Salary Range: £21,087 to £24,891 per annum**

**Full time, although we welcome applications on a flexible working basis**

**Location: Holyrood, Edinburgh**

The Scottish Parliament exists to define, debate, decide and legislate on issues of importance to the people of Scotland. It holds the Scottish Government to account and is answerable to the people of Scotland. The Parliament's Business Information Technology Office (BIT) supports, develops and maintains the IT applications, infrastructure, solutions and services that facilitate the business of the Parliament and its Members. We support about 1250 network users, mostly at Holyrood, but also in more than 100 local offices.

The office organisational structure has three main elements. These elements are the Programme Management Office, Business Applications and Infrastructure.

You will be joining the Business Applications function. The Entry Level Business Analyst will assist and support the senior business analysts to deliver an internal consultancy role to parliamentary offices that have responsibility for investigating and identifying options for improving their business systems and processes. This is achieved by engaging and understanding the needs of the business and applying appropriate IT and business change processes to promote improvements that enable the parliamentary offices to achieve their strategic objectives.

This is seen as an entry-level position where you will be expected to develop into the role as you will be given an opportunity to learn and apply skills and knowledge in a real business environment. You'll be supported through mentoring, coaching and, where appropriate, formal training to help assist in your development within the role.

## **Duties**

The Business Change Team applies business and customer focused skills to ensure effective change management and project delivery. Learning and applying the technical skills and methodology associated with business change and IT project delivery, your role will be to support and assist senior business analysts to plan, design, deliver and manage sustainable business change in a focused IT project environment. Your main duties will be to learn and deliver the processes and methodologies of the business analyst, including the following:

- assisting and supporting colleagues to conduct stakeholder analysis and develop appropriate communication plans for assigned projects
- assisting and supporting colleagues to capture, analyse and document existing/ "as is" business processes including the use of process mapping

- assisting and supporting colleagues to identify opportunities to improve business processes and implementing new “to be” business processes
- assisting and supporting colleagues to identify opportunities for the application of viable technologies as appropriate to parliamentary business
- assisting and supporting colleagues working with business customers to gather business/technical needs for the provision of new/enhanced business solutions/technical innovation
- assisting and supporting colleagues working on projects to deliver to time, cost and quality standards
- assisting and supporting colleagues to ensure that appropriate training and support is in place for customers/colleagues to fully exploit any newly introduced business solutions/technical innovation

## **Skills, Qualifications and Experience**

You will have a relevant qualification, ideally in a Business related subject or professional experience. Good understanding of customer relationships, an innovative and challenging mind-set and good communication skills are essential.

This is an entry-level post so we are not expecting applicants to have experience in working in a similar role outside of any coursework you may have undertaken. However, any real-life experience you have in this type of role will be advantageous.

You must also be able to demonstrate the following skills and knowledge:

- 1. Knowledge of business change processes and procedures including:**
  - business change in an IT environment
  - the effects of change on businesses
- 2. Knowledge of business analysis processes and techniques including:**
  - business process modelling
  - requirements elicitation
  - workshop facilitation
  - producing user stories and use cases
- 3. Experience of team working including:**
  - working successfully within a team
  - prioritising time and workload
- 4. Initiative, creativity and problem solving ability including:**
  - ability to think innovatively – question the status quo
  - identify new and better ways to deliver solutions
- 5. Ability to identify business improvements including:**
  - an understanding of how and why processes work
  - an understanding the role of IT in changing business processes
- 6. Good communication and interpersonal skills including:**
  - ability to tailor communication to meet the audience

- ability to put forward ideas and defend them
- ability to influence outcomes

## How to apply

To apply, please send your CV and a covering statement to [jobs@parliament.scot](mailto:jobs@parliament.scot) by **4pm on Friday, 19 January 2018**. Your covering statement (1-2 pages) should demonstrate the skills and knowledge listed above. **We will only consider applications that include a covering statement.** We intend to interview on 16 February 2018, although this date may change.

## Benefits

We offer a great range of benefits including 41.5 days' leave (including public holidays), the opportunity to join the Civil Service pension arrangement and flexible working arrangements and family-friendly policies.

## Salary

If you are successful, you will be offered a starting salary at the minimum of the applicable grade range shown below:

Minimum	Year 1	Year 2 (Max)
£21,087	£22,449	£24,891

You will progress at the rate of one scale point per year provided you are performing your duties to the required standard. Your progression date will be the anniversary of taking up the appointment in the grade. You will be paid monthly in arrears by Bank Credit Transfer directly into your bank or building society account on the last banking day of the month.

## Other Information

### Hours

The way the Parliament works means that different groups of staff work varying hours and patterns. You may have to work longer hours when Parliament is sitting and reduced hours during recess periods. For this reason we have very progressive flexible working hours (FWH) arrangements. You will be required to work within these arrangements.

Notwithstanding your individual working pattern, if you are employed on a full time basis, you will be contracted to work 1,623.6 hours per year. This is the equivalent to a 37 hour week, excluding breaks, annual leave and public and privilege holidays. If you work on a part-time basis, you will be required to work the number of hours specified in your appointment letter.

Bandwidths are the hours within which staff may work and accrue time under the FWH arrangements. The bandwidth is from 7:00am to 8:00pm for all work areas and from 7:00am to 10:00pm for Sub Editors, the Deputy Editor and the Editor in the Official Report.

## **Annual Leave**

Your annual leave allowance will be 30 days. Our annual leave year runs from 1 September to 31 August. If you take up your appointment during the course of the leave year, your annual leave allowance will be proportional.

In addition, you will also receive 11.5 days public and privilege holidays. They are normally taken at fixed times of the year. If you are required to work on a public or privilege holiday overtime arrangements will apply.

If you work on a part-time basis, your annual leave and public and privilege holiday entitlement will be pro-rated.

As with working hours, there may be restrictions on annual leave when Parliament is sitting. In any event you may not take annual leave unless it has been agreed, normally in advance, with your line manager.

## **Pension**

Unless you choose otherwise we offer the opportunity to join the Civil Service pension arrangements, which include a valuable range of benefits. We will make substantial employer contributions towards your Civil Service pension. More information can be found on the Civil Service Pensions website at [www.civilservice.gov.uk/pensions](http://www.civilservice.gov.uk/pensions)

## **Age**

The SPCB does not operate a retirement age policy. This means that there is no upper age limit beyond which you would be automatically retired and you are free to continue in employment for as long as you wish subject to the normal rules concerning [Performance](#), [Attendance](#) and [Conduct](#).

## **Travelling and Other Expenses**

We pay travelling and other expenses if you incur them whilst on official duty. However, we will not reimburse the cost of normal daily travel between home and office.

Unless we have stated otherwise in the advert, we do not reimburse travel or other expenses you incur in attending an interview or assessment with us. We are happy to explore alternative arrangements if this causes you difficulty.

## **Probation**

You will be on probation for six months. Confirmation of your appointment is dependent on the satisfactory completion of this probation period, taking into account your job performance, conduct and attendance.

## **Outside and Political Activities**

As an employee of the SPCB, you may not take part in any activity that would in any way conflict with the interests of the Parliament or be inconsistent with your duties and responsibilities.

You may not take part in national political activities, although you may seek permission to take part in local political activities. If permission is granted, it will be subject to the observance of general rules relating to possible conflicts between your official responsibilities and your political activities.

## **Health and Safety**

The SPCB is committed to promoting health and safety as a priority issue. Its aim is to take appropriate and reasonable steps to ensure that it conducts its business in such a way that employees and other people who may be affected by its work are not exposed to risks to their health and safety.

## **Data Protection**

Under the terms of the Data Protection Act 1998, information provided by you will be processed and stored to provide management information for recruitment and equal opportunities monitoring purposes. We will also use this information to form the basis of your personnel record if you are successful for the job. Otherwise we will not retain this information for any longer than it is needed and we would normally dispose of paper records after 6 months. You will have the right of access to any information held about you.

## **Suggestions**

We want all applicants to feel that they have been treated fairly, even if they are not appointed. If you have any comments or suggestions about the way in which this recruitment campaign has been handled, we would really like to hear from you.

## **Referees**

Please do not send references or testimonials with your form. If you are successful, we will approach previous and/or current employers for a reference. We can only make a formal offer of employment once we have received these references. If you have no employment history we may approach any school, college or university you have attended.

## Health Assessment and Security Clearance

If you are successful at interview you will be asked to complete a health assessment form. If necessary we may ask you to attend a medical assessment. Assessments are carried out by our occupational health supplier in the Parliament building. The reason why we carry out a health assessment is to make sure that the job you have applied for is suitable for you. It is also to find out if we need to carry out any adjustments to help you do the job.

Security clearance is required for this post. If you are successful we will ask you to complete a security questionnaire. This form will explain our security vetting policy. We can only make a formal offer of employment once the security clearance process is complete.

## Visa and Work Permits

There are no nationality restrictions on who the SPCB employs. You must however check whether there are any restrictions on your stay or your freedom to take or change employment in the United Kingdom before you apply for a post. If you are successful at interview we will make a complete enquiry into your eligibility to work in the United Kingdom.

**Please note that this document is provided for information only and does not form part of the SPCB's terms and conditions of employment.**

## Equal Opportunities

The Scottish Parliamentary Corporate Body is committed to promoting equality of opportunity and treatment and to eliminating unfair discrimination in its employment practices. It will seek to ensure that all job applicants and staff are treated fairly, with respect and without bias. No job applicant or employee will receive less favourable treatment than others because of her or his: gender; gender identity; sexual orientation, marital or family status; racial group (includes colour, race, nationality, national or ethnic origin), religion, religious belief, or a similar philosophical belief (or lack of any of these); disability (unless such treatment is objectively justified); part-time or fixed-term contract status (unless such treatment is objectively justified); and trade union membership status/activities.