Senior Business Analysts (Permanent)
Full time, although we welcome applications on a flexible working basis
Salary Range: £32,709 to £40,560
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 Business Information Technology (BIT) Office is responsible for developing and maintaining the IT solutions and their underlying infrastructure which support and enable the business of the Parliament and its Members. The office supports approximately 1250 network users with the majority of services delivered from Holyrood. In addition, BIT also supports in excess of 100 constituency and regional offices as well as homeworkers.

The office organisational structure has three main elements. These elements are the Programme Management Office, Business Applications and Infrastructure. Located within the Applications team, the Business Analysis & Change Team applies business and customer focused skills to ensure effective project delivery and change management. Applying the technical skills and methodology associated with IT project delivery, your role will be to plan, design, deliver and manage business change to support the provision of sustainable technical innovation in a focused IT project environment.

Duties

Reporting to the Business Analysis and Change Manager, your main duties will include:

- Responsibility for the support and development of critical business applications through the development and maintenance of product roadmaps in consultation with the business and other IT staff
- Responsibility for the development and implementation of strategies and frameworks in relation to business change and the Software Development Lifecycle
- Mentor and support junior business analysts and assist in their development and acquisition of new skills
- Take lead on the implementation of change on behalf of project managers, providing input to the development of implementation plans, stakeholder identification, communication plans and business change readiness assessments.
- Provide technological advice to Heads of Office and SPS staff of the impact of the changing digital landscape on their business processes
- Manage, document and implement small projects or sub-projects alone or with a small team. Identify, assess and manage risks to the success of the
project. Prepare realistic plans (including quality, risk and communications plans) and track activities against the project schedule, providing regular and accurate reports to stakeholders as appropriate.

- Contribute to the development of the IT Strategic plan and identification of projects and initiatives for inclusion in the Forward Delivery plan.
- Conducting business analysis by investigating operational requirements, problems, and opportunities, seeking effective business solutions through the creation of new process and/or improvements or redesign of current manual and automated processes.
- Participating in required business modelling, conversant with techniques covering the full range of modelling situations. Modelling current and desired scenarios as directed. Reviewing resulting models with stakeholders and gaining resolution to forthcoming issues.
- Conduct or assist in the scoping and priority-setting for change initiatives of small to medium size and complexity. Contribute to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discover and analyse requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtain formal agreement by stakeholders to requirements and establish a change management process to handle requests for and the application of changes to base-lined requirements.
- Manage and use feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Help develop and enhance customer and stakeholder relationships. Implement a communications strategy, including, for example; handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information appropriately.
- Review of design and requirements documentation in order to prepare test scripts. Record and analyse actions and results, and maintain a defect register. Provide reports on progress to the project manager, detailing any outstanding anomalies, risks and issues.

**Skills, Qualifications and Experience**

A proven change manager within the IT industry, you’ll have a flair for identifying and implementing business improvement. You’ve managed significant business projects to a successful conclusion through effective team working and the use of exceptional communication and interpersonal skills. While possession of a relevant degree or professional diploma in IT would be beneficial, it’s by no means essential.

You must be able to demonstrate the following:

**1. Technical knowledge (Business Change & Business Analysis)**

- Excellent knowledge and experience of business analysis and business change management, including knowledge and experience of tools and techniques for process modelling and analysis, business process improvement, organisational design and requirements gathering
- Good understanding of information systems and software development lifecycle, tools and technologies
- Good understanding of continuous improvement processes and business transformation processes
2. Problem solving, innovation and decision making

- Excellent analytical abilities to resolve various business and technical challenges, problems and issues.
- The ability to work on your own initiative within set guidelines
- Calmness under pressure
- Ability to evaluate complex and ambiguous information and then develop a coherent plan of action using strong analytical, planning and organisational skills.
- Creative and innovative approach to service improvement
- Completer/finisher able to see work through to completion.

3. Project management skills and experience

- Evidence of successful project delivery following a recognised project management methodology e.g. PRINCE2
- Effective management of project costs (budgets), timelines and quality
- Empathy for customers and other stakeholders
- Tact, patience and diplomacy when dealing with customers and other stakeholders.
- Ability to help business customers build a compelling case for change including problem/opportunity identification, analysis, options appraisal, solution development and business case development

4. Communication and Interpersonal skills

- Experience of working successfully within a variety of teams
- The ability to resolve conflicting workload priorities
- Ability to communicate effectively at all levels orally and in writing
- Excellent facilitation and presentation skills
- Ability to coach staff, managers and leaders in managing change whilst providing advice on the impact on people, processes and technologies
- Proven collaboration and conflict resolution ability

How to apply

To apply, please send your application demonstrating your Skills, Qualifications and Experience to jobs@parliament.scot by 4pm on Friday, 19 January 2018. Interviews are expected to take place on 5 or 6 February 2018, although this 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

The salary range for this post is shown below:

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3 (Max)</th>
</tr>
</thead>
<tbody>
<tr>
<td>£32,709</td>
<td>£35,062</td>
<td>£37,414</td>
<td>£40,560</td>
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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 1623.6 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

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.