



Lead Business Analyst

Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity, which includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

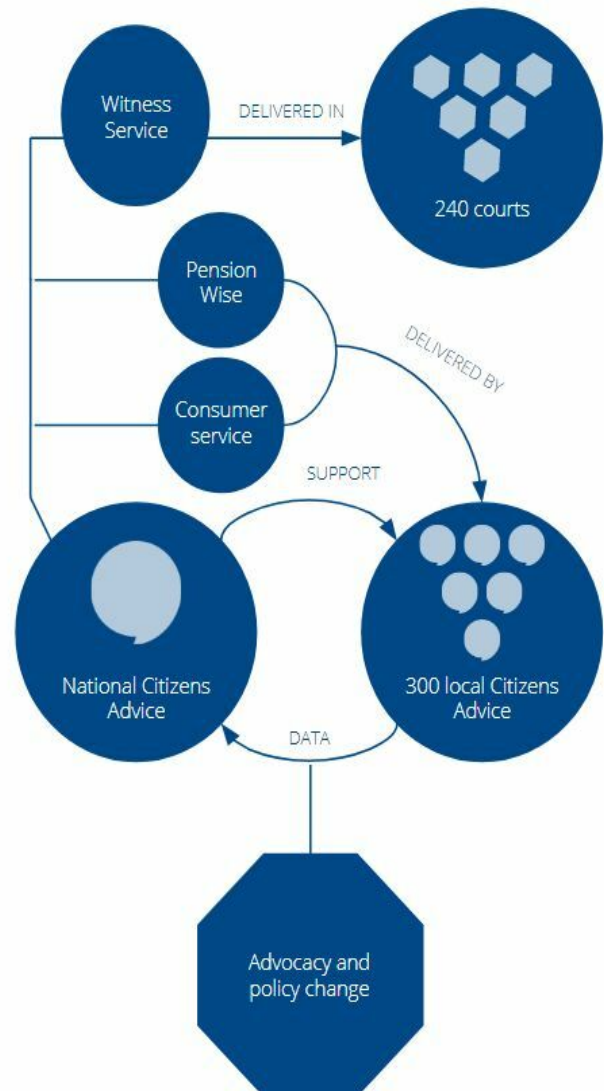
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the **Finance and Transformation directorate** on the Funded Services Transformation programme. Here are 2 ways you can find out more about us:

1. [Citizens Advice - for everyone, for 80 years](#)
2. [Beyond the job pack](#): 4 staff describe what it's like to work at Citizens Advice.



The role

A lead business analyst investigates, understands and analyses user-needs and business requirements, for large and complex projects, or a number of smaller projects across a business area. They support development and delivery of solutions, making sure outcomes are aligned with strategic objectives.

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

Flexible working - while our teams are office based, it's fine to work from home regularly, and we welcome discussions about working part-time.

Ranked by Indeed as a top 10 non-profit employer in the UK (December 2018)
We welcome applications from Local Citizens Advice staff and are open to arranging secondments.

We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates as BAME and disabled people are currently under-represented throughout Citizens Advice. We are a member of the race equality campaign at Business in the Community, the Prince's responsible business network and are committed to improving employment opportunities for ethnic minorities across the UK. We also welcome applications from, LGB and Trans and non binary candidates.

We have made a positive commitment to employing disabled people and guarantee to interview all disabled candidates who meet the minimum essential criteria for the role as set out in role profiles.

Closing Date:	24 June 2020
Interview Date:	tbc



Role profile Lead Business Analyst

Date: June 2020

Band:	Manager - upper	
Reporting to:	Strategic Programme Manager	
	Fixed term until May 2022.	
Proficient salary:	£57,881 plus £3,520 London Allowance if applicable	
Location:	Flexible - working from home until our offices reopen	Travel H/M/L: L-M
Programme overview:	<ol style="list-style-type: none">1. Nationally Funded Services form an increasingly significant proportion of the advice delivered by Citizens Advice, around £100m p.a., and have grown rapidly over the last 5 years. This rapid growth has resulted in inefficiencies and difficulties in mobilisation which impact the number of Citizens we can support and negate some of the benefits that our Funders are looking to achieve.2. This programme of work is looking to maximise benefits to Citizens, Funders and Citizens Advice by optimising the way that we deliver Funded Services. As such this is a strategically important piece of work and is likely to involve significant change across the organisation.	
Role purpose:	A lead business analyst investigates, understands and analyses user-needs and business requirements, for large and complex projects, or a number of smaller projects across a business area. They support development and delivery of solutions, making sure outcomes are aligned with strategic objectives.	

Key accountabilities	Key elements/Tasks	% of Time
Agile working	<p>Understands agile methodology and how to apply an agile mindset to all areas of their work</p> <p>Experience working in a fast paced, evolving environment and is able to take an iterative approach to delivery</p> <p>Unafraid to take risks, willing to learn from mistakes and appreciates the importance of agile project delivery</p>	60%
Business analysis	<p>The ability to investigate, analyse, visualise, articulate and solve complex problems and concepts and make disciplined decisions based on available information.</p> <p>Applying thinking, gathering and analysing information using comprehensive tools and techniques, using data to formulate both short term day-to-day and longer term strategic plans, and identifying and analysing options to assess feasibility and operational impact.</p> <p>Responsible for investigative work into problems and opportunities in existing and new services.</p>	
Business process improvement	<p>Identifies and explores opportunities for service and business improvement.</p> <p>Drives the analysis, identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services.</p> <p>Helps to evaluate and establish requirements using relevant techniques such as gap analysis.</p>	

<p>Requirement definition and management</p>	<p>Must be able to specify requirements from both a business and user perspective to enable agreed changes to be implemented effectively.</p> <p>Ensure Requirements are tracked throughout solution lifecycle</p> <p>Continuously monitoring projects for Business risks/regulatory and compliance issues and taking appropriate steps to mitigating them</p> <p>Facilitates setting of business priorities for change initiatives of high complexity.</p> <p>Leads eliciting of requirements and takes responsibility for investigation and implementation of changes to programme scope.</p>	
<p>Stakeholder relationship management</p>	<p>Identifies, analyses, manages and monitors relationships with and between stakeholders.</p> <p>Able to communicate with stakeholders clearly and regularly, clarifying mutual needs and commitments through consultation and consideration of impacts whilst focusing on user needs.</p>	
<p>User focus</p>	<p>Understands users and can identify who they are and what their needs are based on evidence.</p> <p>Able to translate user stories and propose design approaches or services to meet these needs and engages in meaningful interactions and relationships with users.</p> <p>Puts users first and can manage competing priorities.</p>	
<p>Business modelling</p>	<p>Identify business process improvement opportunities in various areas of business as part of Transformation work</p> <p>Able to represent real world situations to aid the communication and understanding of different scenarios (existing, conceptual or proposed).</p> <p>Focuses on the representation of organisational processes, roles and data models and whether they</p>	

	can be used to represent subjects at various levels of detail or complexity.	
Innovation	<p>Recognise the potential to use technology and automation, and determine costs and benefits of new approaches.</p> <p>Provide insight on possible solutions based on detailed analysis and good practice in other industries and markets.</p>	5%
Leadership and influence	<p>Motivate and persuade teams to adopt and embrace new ways of working.</p> <p>Facilitate decision-making at senior levels by providing evidence-based recommendations.</p> <p>Supporting the business as required with strategy development and roadmap development</p> <p>Supporting continuous development of the portfolio process</p> <p>Able to contribute effectively in the creation of Target operating model.</p>	15%
Lead and develop teams or projects	<p>Leading a team of Business Analysts, with varying levels of experience within a programme which includes managing their outputs, ways of working, development and progression.</p> <p>Leading a business analysis community of practice within Citizens Advice to standardise and use industry approved approach to project work.</p> <p>The post-holder will manage a small team of business analysts. They may also manage or co-ordinate the work of colleagues in other teams, including project teams and external consultants. This may require the postholder to:</p> <ul style="list-style-type: none"> ● Plan and allocate work, monitoring achievement of deadlines, and supporting staff as appropriate to ensure effective use of resources ● Create a positive working environment in which equality and diversity are well managed and staff can do their best <p>Providing feedback, coaching and personal development to build the capability of the team.</p>	10%

Management of budgets	<p>Management of project budgets, liaising with the finance team.</p> <p>Demonstrate financial efficiency and value for money in projects.</p> <p>Support creation and verification of cost benefit cases for nominated projects</p>	5%
Other	<p>Deputise for senior staff, and supervise staff and volunteers, as required from time to time.</p> <p>Undertake any other duties as may be reasonably required within the scope of the role.</p>	5%



Person specification

Essential Criteria

1. Agile working - Experience of working in agile, multi-disciplinary teams on product development or organisational change initiatives. Able to identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. Able to help teams to manage and visualise outcomes, prioritise work and work to an agreed minimum viable product (MVP), print and scope.
2. Business analysis - Able to drive the analysis and collection of information and creation of to create recommendations for service improvements. Able to analyse large amounts of complex information and use it to produce solutions.
3. Business process improvement - Able to analyse current services and processes, and identify and implement opportunities to optimise these. Able to evaluate and establish requirements using relevant techniques such as gap analysis.
4. Requirement definition and management - Able to lead requirement elicitation and prioritisation for change initiatives of high complexity.
5. Stakeholder relationship management - Able to influence stakeholders and manage relationships effectively. Able to build long term strategic relationships and communicate clearly and regularly with stakeholders.
6. User focus - Able to collaborate with user researchers. Able to champion user research to focus on all users. Can prioritise and define approaches to understand the user story.
7. Business modelling - Comfortable with quantitative data. Able to confidently and quickly model costs and benefits of business solutions and map processes based on available evidence. Experience developing business cases based on robust assumptions.

Desirable

1. Enterprise and business architecture - Contributes to the creation and maintenance of the target operating model and identifies the impact on operational service. Assesses current capabilities, identifies and interprets business objectives, strategy and inter-relationships with people, data, processes etc. to create an operating model.

2. Lean process improvement - Strong command of lean principles, and is confident championing and embedding them. Formal Lean qualification a plus.
3. Organisational change - Experience of digital transformation within the context of organisational change and working with both digital and non-digital channels.
4. Agile - Application of agile principles and practices to non-digital transformation. Passionate about driving cultural change across large organisations and embedding new ways of working.

Requirements for role *(candidates will confirm at application stage and at interview)*

1. Ability to contribute to an inventive, responsible and generous organisation/team culture.
2. Proven ability to use IT packages, including Google systems such as Google Docs, Google Sheets, Google Slides, email and maintenance of an electronic diary as well as the ability to use or learn other packages as necessary.
3. Willingness to travel within the UK (including overnights) and to work unsocial hours occasionally to meet tight timescales.
4. Understanding of, and commitment to, the aims and principles of the Citizens Advice in which equality and diversity is embedded throughout.
5. Awareness that Citizens Advice clients are at the heart of everything we do.



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. ANNUAL/TOTAL LEAVE

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. PENSION SCHEME

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. LEARNING AND DEVELOPMENT

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. INTEREST FREE LOANS

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. SALARY SACRIFICE SCHEMES

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief,

marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website](#).



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here.](#)
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on our website.](#)
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here.](#)

Our commitment to equality runs through everything we do - read our [Stand up for Equality Strategy](#) to find out more.