

Role Profile: Business Analyst		Reference Number						
		XXXX						
Job Family Group		Role Purpose						
Job Family		This role, reporting to Business Change Support Manager or Senior Business Analyst, is responsible for identifying trends in data and insight gathered from multiple sources and analysing information to understand root causes and potential solutions for issues. The role will work closely with other analyst teams and with the Change and CI teams to ensure the right measures are understood and implemented for National Services and wider HMCTS to continue to deliver service improvements.						
Grade Level	EO							
Key Accountabilities		Key Relationships and Contacts						
<ul style="list-style-type: none"> Responsible for the delivery of root-cause analysis for issues facing all National Services teams and wider HMCTS; identifying and analysing causes of service delivery exceptions and making suggestions for improvement, focused on improving service delivery for the user and embedding the new ways of working for National Services and Courts & Tribunals. Identify trends in data that demonstrate a shortfall in performance quality determine root causes and liaise with appropriate Change team or Project team on designing, developing, testing and reviewing solutions to improve/reduce the shortfall and to put change into effect to improve the user experience of National Services and Courts & Tribunals. Use all available data, including Quality and Monitoring data, employee tenure data (to understand if competency curve issues come into play), complaints data (to understand or establish the impact on the user), training data and Knowledge base information in determining root cause and implications of issues. Produce reports detailing findings and recommendations to allow National Services and relevant Project teams to determine next steps to action to ensure efficient and effective improvements for users. Work with the wider Service Improvement community including DTS to demonstrate where improvements are required and what the impact for users will be, collating performance metrics, data and insight from relevant sources, reviewing the data against performance standards and current operational process or volume against forecast and reviewing behind the trend. Working with Change teams and DTS to investigate opportunities for improvement, collating feedback including any additional insights, holding forums and observing process in live environment and making Liaise with Change teams on root-cause analysis of variances from expected performance standards, collating data on quality performance, identifying trends and sharing findings to enable the Change and Project teams to focus on improvements that need to be made to ensure service delivery to users is maintained. 		<p>This roles communication will feed into Continuous Improvement trends in quality variances which require system wide change. There will be a significate requirement to investigate and provide information and to influence and persuade, often at senior levels.</p> <ul style="list-style-type: none"> Delivery Managers, Team Leaders and National Services and C&T frontline staff – discussions to understand data trends and in implementing change measures Change and Project teams, DTS – discussions where further investigation or analysis required or where change is to be implemented 						
Knowledge, Skills and Experience		Complexities						
<ul style="list-style-type: none"> Root-cause analysis experience to be able to identify the key areas affecting National Services and Courts & Tribunals performance in different aspects of service delivery Knowledge of business processes and performance standards, or willingness to learn to be able to make accurate and effective judgments on where service delivery is under (or over) achieving against expected outcomes. Business analysis experience to be able to extract, collate and examine data and insights effectively to understand what could be driving performance issues or to identify potential improvements from proposed changes 		<table border="1"> <tr> <td>Problem solving</td> <td>This role will be making decisions which include suggestions for improvement based on evidence. This will require significant fact-finding, investigation and analysis and the requirement for creativity and innovation will be strong, in order to ensure National Services and C&T achieves the business outcome it has set.</td> </tr> <tr> <td>Management of resources</td> <td>None</td> </tr> <tr> <td>Autonomy</td> <td>In analyzing business processes and working with Change and Project teams the role holders work will usually follow standard procedures and operating guidelines and will generally be subject to checking or supervision. Reference will be made to supervisor or line manager in the event of unusual/new instances occurring.</td> </tr> </table>	Problem solving	This role will be making decisions which include suggestions for improvement based on evidence. This will require significant fact-finding, investigation and analysis and the requirement for creativity and innovation will be strong, in order to ensure National Services and C&T achieves the business outcome it has set.	Management of resources	None	Autonomy	In analyzing business processes and working with Change and Project teams the role holders work will usually follow standard procedures and operating guidelines and will generally be subject to checking or supervision. Reference will be made to supervisor or line manager in the event of unusual/new instances occurring.
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