Cumbria & Durham Constabulary **HAY JOB PROFILE**		
Job Title:	Red Sigma Business Analyst	**Department:**	Red Sigma
Reports To:	Red Sigma Programme Manager	**Location:**	Cumbria/Durham

This job profile has been written primarily for evaluation purposes and may not detail some less major duties allocated to the post holder, nor cover duties of a similar nature, commensurate with the grade, which may from time to time be reasonably required by the relevant manager.

It is the responsibility of the individual employee to comply with the Constabulary Health & Safety Policy and all other relevant Health & Safety legislation.

1.   JOB PURPOSE

The post holder under the direction of Project Managers and Red Sigma Programme Manager, will take responsibility to ensure the effective delivery of the Red Sigma projects. This includes responsibility for the analysis of business needs and options appraisal to inform preparation of business cases, which define costs and potential benefits. The post holder will be responsible for all elements of the business change using process re-design, consultation in accordance with management of change policy, transition into live operations, user training and user communications. They will also provide data quality assurance and effective testing of ICT solutions as required.

As required the post holder will provide support for effective delivery of policing services through the development and exploitation of business systems to provide high quality, customer focused services.

This includes the identification and scoping of areas of development, including system changes, data quality and process improvement to maximise potential efficiency savings and other benefits to Cumbria & Durham Constabularies.

2.   PRINCIPAL ACCOUNTABILITIES

2.1   Investigate and analyse business needs to inform the re-designing of business processes, or development/selection of IT solutions, utilising specialised techniques and modelling tools.

2.2   Ensure business implications of day to day project decisions are properly thought through in terms of impact on business needs and user requirements.

2.3   Use project and change management discipline to support and manage the implementation of new systems/upgrades by liaising extensively with business owners/users, and suppliers, translating the business requirements into appropriate specifications, and fully understand the business opportunities and constraints presented by the system.

2.4 Preparation of feasibility and scoping studies; reports, tender specifications, Business Cases; Process Models; Business System Options; Data Management Requirements and Procedures definition documents. Draw up specific proposals.

2.5 Ensure unambiguous and timely communication between technical and business participants in the project.

2.6 Plan and be responsible for delivery of project communications using a range of different media, including preparing and delivering presentations to internal and external stakeholders at all levels.

2.7 Carry out investigation of data management requirements, develop plans, organise execution and quality assure outcomes.

2.8 Deliver work packages to implement "management of change" policy including organising consultation with relevant staff.

2.9 Liaise to agree test plans, define test scenarios and ensure user participation in acceptance tests, organise and quality assure robust testing and obtain business sign off to the completion of testing.

2.10 Work closely with Project Managers to monitor progress against plans, identifying and acting to resolve any issues.

2.11 Provide expert advice and guidance to other members of the Red Sigma Project Team and Cumbria and Durham business stakeholders to ensure effective delivery of change projects and the capabilities of the product are fully exploited maximising improvement to business performance and efficiencies.

2.12 Liaise with the Cumbria & Durham Contabulary ICT Trainers and Learning and Development departments to identify training needs, develop the training strategy and plans and approporiate training materials.

2.13 Support delivery of Red Sigma project deliverables and the effective transition of change into operational use with business user; providing pre/post implementation support as required and ensuring relevant process maps and policies are updated.

2.14 Attend internal and external user groups as required. To record and bring back to Cumbria & Durham Constabularies any national developments communicated at National User Groups and analyse the impact it will have on the integrated systems. To inform the Constabularies when benefits can be gained from any national best practice and to collaborate and share best practice, including lessons learnt.

3. DIMENSIONS

The post holder has no budgetary responsibilities. but will be required to undertake work packages to deliver objectives for a number of different projects simultaneously.

Will work on Red Sigma projects which are crucial to the the delivery of the Constaularies' core business, which have significant strategic impact in terms of planning or coordination for the business; covering the whole of the Red Sigma portfolio for both strategic, non strategic, technical and non technical projects of all scale.

The post holder may be required to train, mentor and supervise other project staff, business managers and end users to ensure effective delivery of change management and test solutions.

The post holder will be expected to become familiar with core systems which support the delivery of Red Sigma such as Case and Custody and SLEUTH .

4.   KEY FEATURES

4.1   Framework and Boundaries

There is an overarching requirement to work within the Cumbria & Durham Constabularies police and project management standards. Projects are run using a proportionate application of Agile and PRINCE2 project methodology, according to the Constabularies' framework and governance, within the set guidelines.

The post holder works within the framework of Cumbria & Durham Constabularies Learning and Development Policies and the National Models for Learning and Development. In particular, there is a requirement to adhere to the Management of Change policy.

Whilst the post holder will work in accordance with procedures, methods and standards set by the Project Managers, they must be able to work largely autonomously to deliver the required objectives.

The Red Sigma Business Analysts provides a vital contact point between business users, ICT Services and third-party support organisations.

4.2   Important Working Relationships

Internal

Title	Relationship
Project Managers	Contact for line management, tasking, supervision, direction, provision of advice, guidance and quality assurance of work. Manage/supervise workload.
Senior Users/Business Leads	Contact for consultation and sharing information and advice, co-ordination of activity and joint working.
ICT Department Teams	Suppliers of support for the systems and resources for change, co-ordination of activity and joint working.
ICT Developers & Scrum Teams	Contact for consultation and sharing information and advice, co-ordination of activity and joint working.
Other Projects within Cumbria & Durham	Co-ordination of activity for interdepencencies which may be on products delivered and

Title	Relationship
Constabularies	resources. Either within ICT portfolios or managed elsewhere in the organisation.
Subject Matter Experts/ Stakeholder Groups / Business Owners / Users (e.g. Customers)	Contact to give advice and support and sharing best practice. Regular communication and consultation throughout life of a project. Co-ordination of change within and across projects. Managing expectations.
Learning and Development, Marketing & Communications, Employee Relations	Co-ordination of activities and joint working.
Information Security Officer & Data Protection Officer.	Security management.

External

Title	Relationship
Suppliers of products and services.	Co-ordination of activity. Joint working. National user groups, to liaise and represent the Constabularies professionally and effectively.
Other Police Forces	Management of shared services, consultation and joint developments. Sharing of best practice. Participation in national user groups.
Home Office	Sponsors of national projects to be delivered locally by ICT. Provision of requirements, standards, guidance and resources. Reporting status. National co-ordination.

4.3 Major Challenges

The vision of Cumbria and Durham Constabularies is to develop Red Sigma to become an ethical and compliant, world-class integrated information management eco-system for operational policing across Cumbria and Durham Constabularies.

Over the next 3 years there will be multiple separate projects underway which will: specify business requirements for Red Sigma; develop software; test software against the requirements and deploy capability into Policing operations across both Constabularies in support of the achievement of their strategic objectives.

Red Sigma programme will have a fundamental impact on the strategic developments of Cumbria and Durham Constabulary, influencing and affecting working practices and policy. The post holder must be capable of understanding the wider objectives of the programme, be able to influence others and be able to develop and maintain effective working relationships with stakeholders and to mentor and collaborate with the business and provide expertise and guidance to obtain business requirements, re-engineer processes and achieve effective delivery of ICT change.

Develop skills in change management and business analysis capability, in line with public/private sector best practice.

Collaborate with ICT technical teams to identify and test ICT solutions to maximise benefits, enhance service provision and ensure value for money.

5. ORGANISATION CHART
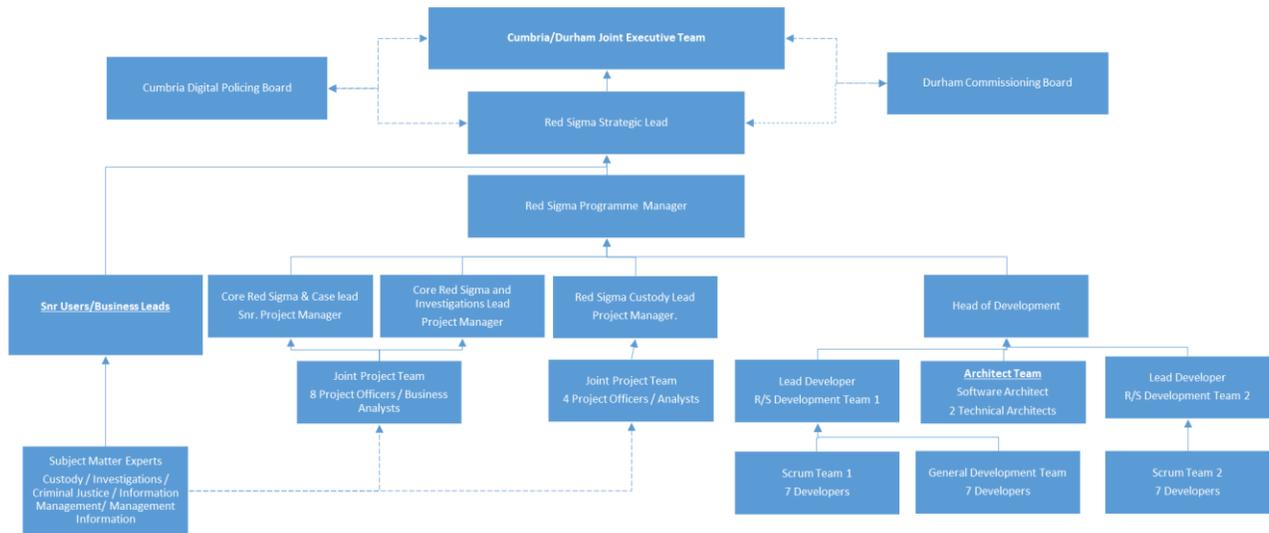
Agreed by Post Holder: _____ **Date:** _____

Line Manager: _____ **Date:** _____

Head of Department: _____ **Date:** _____

CUMBRIA & DURHAM CONSTABULARY

PERSON SPECIFICATION

JOB: **Red Sigma Business Analyst**

LOCATION: TBC

	Essential	Desirable
Experience and Knowledge Skills & competencies required. Eg Geographical knowledge of the area, familiarity with certain legislation.	Demonstrable experience and applied knowledge of working within a project environment delivering ICT enabled business change. Demonstrable experience of strong analytic, problem solving skills. The ability to assemble, analyse and evaluate data and make appropriate and well-reasoned recommendations and decisions. Experience of managing several pieces of work simultaneously and of working independently to deliver objectives. Ability to query and interrogate complex integrated systems. Experience of working effectively in partnership with customers and suppliers, both internal and external. Demonstrable understanding of ICT capability and issues surrounding the implementation and maintenance of ICT.	Minimum 2 years' experience or demonstrable competency in delivering business change. Awareness of management information and its role within the organisation. Ability to understand and work with database schemas and tables. Experience of digital mapping techniques Experience in Business Management of Core ICT Systems, ideally gained in a Police or business critical environment. Experience in the preparation of Business Case and/or procurement of ICT solutions Demonstrable understanding of issues surrounding the implementation and maintenance of ICT in the police service

Education and Training General education Specialist training	Degree level of education or equivalent demonstrable competence. IT literate. Experienced user of MS office applications.	Recognised qualification or training in change management, business analysis, system testing or project management or other relevant project delivery skill. Presentation skills. Experience of software applications that support business change (e.g. MS Visio to support process redesign.)
Competency & Values Framework	Innovative and Open Minded Deliver, Support and Inspire Taking Ownership Critically Analyse Collaborative Emotionally Aware	
Circumstances Eg: Driving licence/mobility Shift working Unusual/irregular working hours Standby/callout	Valid current and full driving licence. Ability to work flexible working hours to accommodate requirements. Ability to travel within and outside Cumbria and Durham occasionally for longer periods (including overnight stays) Commitment to on-going professional development in the area of ICT skills, Change Management and Business Analysis, System Testing and in Project Management. Commitment to on-going professional development in the area of Project Management (PRINCE 2, Agile), and including core project delivery skills such as Change Management,Business Analysis and System Testing. Commitment to develop proficiency in project management software (MS Project) and other applications that may be required to meet the needs of particular projects (e.g.. MS Visio to support process redesign).	

Competency and Values Framework for Policing (CVF) Level 1

Competency and Values Framework for Policing 4.11.16