

# Business Analyst (Strategic Programmes)

## Grade: p06

- Reports to: Programme Manager (Strategic Programmes)
- Direct reports: Digital Delivery Manager
- Your team: Strategic Change and Transformation
- Service area: Digital Services
- Directorate: Resources

### Special requirements of the post

Workstyle: Roaming (Medium presence)

- Colleagues whose activities are a mix of remotely and periodic onsite work and/or meetings with third parties and businesses, going on site visits, and occasional resident engagement

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This post requires a DBS check at the appropriate level (Basic)

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This post is subject to the council's declaration of interest procedure

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This post is designated as politically restricted

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## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

## Overview of the role

The postholder will play a central role in advancing the council's ambition to become a digital-first organisation—where services are designed to be simple, seamless, and digital by default, while ensuring no one is left behind. As part of the Resident Experience Programme, this role will help identify opportunities for digital resolution, reduce failure demand, and support the design of joined-up, data-driven services that work first time.

The Business Analyst will work across services to uncover resident and staff pain points, map fragmented processes, and translate complex data into actionable insights. They will champion evidence-based design and ensure that digital transformation efforts are grounded in real-world needs, enabling more responsive, transparent, and empowering public services.

## Key responsibilities

- Support the Resident Experience Programme by providing analytical input to identify resident and colleague pain points, inefficiencies, and opportunities for improved service delivery.
- Conduct detailed data and process analysis and modelling to support service reviews, business case development, and transformation initiatives.
- Identify and support opportunities for digital resolution, ensuring that online journeys lead to outcomes, not just access.
- Translate complex data into clear insights to inform prioritisation, service redesign, process improvement, and digital innovation.
- Collaborate with service teams to integrate data and processes, reducing duplication and ensuring residents don't need to repeat themselves
- Work closely with stakeholders across services to gather, document, and validate business requirements and solution specifications, ensuring alignment with programme goals.
- Map existing and future-state business processes to identify gaps, duplication, and improvement opportunities.
- Work with data teams to access, support data validation, and manipulate large datasets, ensuring quality and relevance for decision-making.
- Develop and maintain models and visualisations that support strategic planning, decision making and benefits tracking.
- Prepare high-quality reports, options appraisals, and presentations to support programme boards, working groups, and decision-makers up to CEO level, using accessible language to explain complex challenges and solutions.
- Contribute to the development of transformation tools, frameworks, and approaches across the wider Digital Services team.
- Champion resident-centric, evidence-based design approaches across all transformation activity.
- Work with Project Managers and Testers in the creation of all test artefacts (test strategy, test cases, test plan, test scenarios, test report, defect management, test data, and traceability matrix etc)
- Work with project managers and suppliers to define, design, co-ordinate and support all testing work, including functional testing, system integration testing, regression and support user acceptance testing
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Budget responsibilities

n/a

# Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

## Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

### Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

### Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
	Extensive experience as a Business Analyst in a digital, transformation, or service design environment—ideally within the public sector	Essential
	Strong skills in data analysis and modelling, with the ability to work confidently with large and complex datasets	Essential
	Experience using tools such as Advanced Excel, Power BI, or other data visualisation and analysis platforms.	Essential
	Ability to translate data insights into actionable recommendations and service improvements	Essential
	Excellent stakeholder engagement and facilitation skills, with the ability to gather and challenge requirements effectively	Essential
	Experience mapping business processes and identifying improvement opportunities.	Essential

Point	Criteria description	Essential/desirable
	Strong report writing, presentation, and documentation skills, with attention to detail	Essential
	High proficiency in tools such as Excel, Power BI, and other reporting or planning software.	Essential
	Extensive experience of managing testing within complex digital change programmes, including production of Test artefacts (Test Strategy, Test cases, Test Plan, Test Scenarios, Test Report, defect management, and Traceability Matrix etc)	Essential
	Experience applying digital-first principles in service transformation, particularly in local government or customer-facing contexts.	Desirable
	Experience working in a local government, public sector, or large-scale transformation programme.	Desirable
	A relevant Business Analysis qualification (CBAP, CCBA, or equivalent)	Desirable
	Experience of Agile, Lean, or service design methodologies.	Desirable

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.