Ref: 584429
Permanent – Business Analyst – Grade 3
Full time, although job share applications welcome
Salary Range: £25,626 to £31,770
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 Parliament’s Business Information Technology Office (BIT) develops and maintains the IT applications, infrastructure, solutions and services that support the business of the Parliament and its Members. We support about 1250 network users, mostly at Holyrood, but also in more than 100 local offices as well as a number of homeworkers.

The office organisational structure has three main elements. These elements are the Programme Management Office, Business Applications and Infrastructure. Located within the Business Application function you will be joining the Business Analysis and Change Team. The team applies business and customer focused skills to support effective project delivery and ensure 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:

- Providing support and technological advice to assure the best use of IT resources to assist in the delivery of office objectives and plans. Provide informed feedback that contributes to IT strategy and to product development.
- 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, becoming 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.
- Manage, document and implement small projects or sub-projects alone or with a small team, actively participating in all phases. 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.

- 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.

- Contribute to the creation of test cases for software development for both functional and non-functional specifications. Ensure traceability of records, from test cases back to requirements. Produce test scripts, materials and regression test packs to test new and amended software or services.

- Execute and document complex test scripts using agreed methods and standards. 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, Knowledge and Experience Required

Ideally with 2 to 3 years relevant experience, you must be able to demonstrate:

1. **Knowledge and experience of managing change**
   - An understanding of the principles of business change management, business analysis and requirement gathering.
   - An understanding of the software development lifecycle and software testing.
   - Good understanding of continuous improvement processes
   - Evaluating potential software solutions, including off-the-shelf and open source components to meet business requirements

2. **Excellent team working, communication and Interpersonal skills**
   - Excellent facilitation and presentation skills
   - Ability to contribute positively in a cross team environment
   - Able to work on own initiative within set guidelines
   - The ability to influence managers and stakeholders in a positive manner to promote change initiatives
   - Ability to communicate effectively at all levels orally and in writing

3. **Knowledge and experience of business analysis tools and techniques**
   - Experience of creating and validating AS-IS and TO-BE process maps
• Creation of functional requirements and use cases and validation of these with the business
• Experience of performing software testing and supporting User Acceptance Testing
• An understanding of User Design and development of wire frames to support software development

4. Improvement, innovation and change
• Ability to evaluate complex and ambiguous information and then develop a coherent plan of action using strong analytical, planning and organisational skills.
• Seeks and supports continuous improvement. Identifies and promotes opportunities for change
• Creative and innovative approach to service improvement

5. Project management skills and experience
• Knowledge of project management methodology
• Evidence of delivery of small projects or initiatives
• Knowledge of how to estimate resources required for project tasks

Please provide evidence of these qualities in your application.

To apply, please send your application to jobs@parliament.scot by 5pm on Friday, 23 June 2017. Interviews are expected to take place week commencing 10 July 2017.

Working Pattern

Full time, with applications on a job share basis welcomed.

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:

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<thead>
<tr>
<th>Minimum</th>
<th>Year 1</th>
<th>Year 2 (Max)</th>
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<tbody>
<tr>
<td>£25,626</td>
<td>£28,389</td>
<td>£31,770</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 1,631 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 10.5 days public and privilege holidays (increasing to 11.5 days in the 2017/18 leave year. 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.