

JOB DESCRIPTION

Job Title	Business & Benefits Analyst		
Service	Strategy, Performance and Communications		
Reporting to	Service Design and Change Lead		
Grade	11		
Evaluation ref:	AG1083	Job Family ref:	
Role purpose			
The Business & Benefits Analyst will play a crucial role in supporting Somerset Council's transformation initiatives by developing cases for change and analysing benefits opportunities. This role involves extensive data analysis, user journey and business process mapping, and producing insights and recommendations based on best practices, lessons learned, market and operational data, and benefits realisation data. The Analyst will undertake root cause analysis to understand problems, needs, barriers, and opportunities, engaging key stakeholders and service users to ensure early involvement and ownership of solutions. Additionally, the role includes preparing for and facilitating benefits workshops, identifying new data requirements, ensuring consistent application of the benefits management framework, and contributing to project resource planning. The Analyst will also prepare and coordinate reviews to assess progress, provide quality assurance, manage change control processes, and ensure lessons learned are captured and shared across the Council.			
Accountabilities			
• Support the development of cases for change and analysis of benefits opportunities through extensive data analysis. • Undertake root cause analysis to understand the scale of problems, needs, barriers, and opportunities. • Prepare for and facilitate benefits workshops with internal and external stakeholders. • Identify the need for new systems or processes to capture new data requirements. • Ensure consistent application of the benefits management framework in business case development. • Coordinate stakeholder events such as consultations, workshops, and awareness events. • Contribute to project resource planning and determine resource and skills requirements. • Prepare for and coordinate gateway and checkpoint reviews to assess progress against outcomes. • Contribute to benefits forecasts and progress reports for various stakeholders. • Provide quality assurance for the investment in transformation process through data analysis.			

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- Manage and administer the change control process to ensure change/business cases remain valid.
- Provide advice and guidance on change and project management activities, tools, and methodology.
- Ensure lessons learned are captured and shared across the Council.
- Recognise and apply qualitative research techniques to demonstrate benefits and assess the impact of change.

Knowledge / Experience / Skills / Qualifications

	Essential	Desirable
Knowledge		
Extensive knowledge of business and data analysis techniques, tools and methodologies.	X	
Knowledge of project and change management principles including Agile Project Management.	X	
Familiarity with business process mapping and user journey analysis.	X	
Awareness of current trends and best practices in business analysis.		X
Understanding of qualitative research techniques.		X
Experience		
Proven experience in data analysis and producing insights.	X	
Experience in a business analyst role, preferably within the public sector.		X
Experience in facilitating workshops and stakeholder engagement including training sessions, and delivering presentations, either in person or virtually, with confidence.	X	
Experience in root cause analysis and problem-solving.	X	
A proven ability to influence decision-making within an organisation and offer appropriate challenge.		X
Experience in preparing and coordinating reviews and progress assessments.		X
Experience in managing change control processes.		X
Experience of using business process modelling tools along with various Microsoft packages such as SharePoint and Teams.	X	
Building stakeholder relationships.	X	

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Qualifications / Registrations / Certifications		
Degree or Certification in Business, Data Analysis, or a related field.	X	
Certification in Project Management (e.g., AgilePM, PRINCE2, PMP).	X	
Certification in Benefits Management.		X
Training in qualitative research techniques.		X
Continuous professional development in relevant areas.		X
Skills		
Strong analytical and problem-solving skills.	X	
Excellent communication and facilitation skills.	X	
Strong communication and interpersonal skills, with the ability to talk and present information clearly to a range of audiences.	X	
Ability to work collaboratively with cross-functional teams.	X	
Proficiency in data analysis software (e.g., Excel).	X	
Proficiency in Process Mapping software (e.g., Engage Process, Visio).	X	
Proficiency in project management software.		X
Ability to manage multiple tasks and priorities.	X	
Ability to adapt to changing priorities and environments.	X	
Strong organisational skills and attention to detail.	X	
Working Conditions		
Dimensions of the role		
Contacts & Relationships		
- Work with key stakeholders, e.g. business intelligence, corporate performance, commissioning, finance, etc to plan and organise a broad range of benefits measurement activities. - Develop relationships with a range of project stakeholders to ensure stakeholders affected by change plans are identified, engaged, and involved in the development of cases for change from the outset.		

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- Work with stakeholders to facilitate benefits mapping workshops, engage, and gain support of all stakeholders and maximise quality through the provision of business analysis support.

Resources

- Exercise judgement in the selection of the appropriate solution and presentation of recommendations through the application of acquired knowledge. The solutions may often be novel and untested and require careful implementation to ensure success.
- Has line management responsibility for apprentices and/or Project and Change Assistants within the Transformation Office, as required.

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 05.02.25