**Manchester Local Care Organisation
Role Profile**

Business Analyst, Grade 8

**Systems Hub Team, Adults' Directorate
Reports to: Service Manager Systems Hub**

Job Family: Project and Programme Management

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

Key Role Descriptors:

The role holder will manage the successful delivery of major work packages, ensuring compliance with the City Council project management methodology.

The role holder will ensure that change is managed effectively by working with project teams and stakeholders within the business.

The role holder will provide professional advice, support and guidance for team members, colleagues and stakeholders to assist in decision making.

Key Role Accountabilities:

Act as work package manager on large and complex elements of work, resolving day-to-day project issues, escalating them as necessary.

Define scope of project and initiatives, ensuring deadlines are understood and adhered to and that objectives are clearly articulated and understood.

Assist in the provision of solution options to complex problems and develop robust business cases to support all change activities so that decision making is supported.

Ensure projects and initiatives are effectively resourced and that key stakeholders are identified, and roles and responsibilities agreed and communicated effectively.

Manage stakeholder and customer expectations throughout the lifecycle of the project or initiative. Develop and maintain effective relationships with senior officers and other key stakeholders, ensuring clear and effective channels of communication.

Accountable for the management of all project documentation (in a manner consistent with the Manchester Method where appropriate), including management of effective record keeping and version control of project documentation.

Proactively develop and maintain the project risk and issues schedule, regularly monitoring, updating and reporting on progress.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role portfolio:

The Integrated Systems Board and The Systems Hub is responsible for providing systems support to Adult Social Care, projects, and analysis support for the Manchester Local Care Organisation.

The Business Analyst will:

- Support emerging programmes of work including LCO development and provider collaborative arrangements, as and when required.

- be required to provide a proactive and responsive service to stakeholders and build effective working relationships to support Social Care, Contracts & Commissioning, Brokerage, Finance, and ICT colleagues.

- Help design, document and maintain system processes – including but not limited to System C – ContrOCC and Liquid Logic Products

- Own and develop relationship with partners, working with them to optimize and enhance our integration.

- Define configuration specifications and business analysis requirements.

- Perform quality assurance.

- Define reporting and alerting requirements.

- Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to the wider business.

- Deliver business analysis for the Adults Systems Hub / Systems Board and support the design and implementation of a one system approach.

- To understand all existing pathways and processes, identify improvements and develop business case to implement system changes.

The Business Analyst will be responsible for delivering high quality analysis work on priority Systems Hub projects. The Business Analyst will work within The Systems Hub and the wider Adult Social Care Service, led by The Systems Hub Service Manager, to deliver work, and will be expected to work across different projects dependent upon analysis needs at any given time.

****This may include Childrens Services and Public health in the future

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

Communication skills: Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.

Analytical skills: Ability to translate analyses into business cases which define potential benefits, options for achieving the benefits development of new or changed processes, and associated business risks.

Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

Project Management: Well-developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key project milestones whilst retaining a positive attitude.

Planning and Organising: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

Problem Solving and Decision Making: Ability to think laterally and take into account the root cause of a problem and the client / organisation -wide consequence of decisions made

Strong decision making skills with the ability to resolve complex issues in a pressurised environment.

Creative Skills: Ability to find creative solutions where there are no existing parameters or procedural framework

Research and Intelligence: Ability to conduct research using a variety of techniques, in order to gather evidence and evaluate intelligence, recording in compliance with documented standards and legislation.

Technical Requirements (Role Specific)

- Trained practitioner or experienced user of an industry recognised analysis methodology. Examples include Lean, Systems Thinking, Six Sigma.

- To have experience with working with digital systems, with preferred knowledge of System C products.

- Proven experience of successfully delivering high quality analysis work on a range of projects and workstreams within a structured project management environment.