

Business Analyst

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Company: Antal International

Location: Essex

Category: computer-and-mathematical

Job Description

Interim Senior Business Analyst We are seeking an exceptional individual to join us as an interim Senior Business Analyst. This role is an exciting opportunity to play a pivotal part in one of the council's extensive modernisation programmes, bringing together new processes, new technology and new organisation structures. Day Rate: £350 (depending on experience) outside of IR35 Fixed Term Contract for 3 months (+3 as required) 37 Hours per Week This is a hybrid role and needs to be on-site as required (likely to be at least 2 days per week) Brief overview of the Contact Management Programme The Council's current contact management model is dispersed, with activity spread across the directorates leading to multiple front doors. This model is inefficient, costly and provides an inconsistent experience for users. We need to change this and are looking to implement a new contact management operating model which will reduce the number of direct contacts into service areas, allowing them to be properly filtered and directed to a successful resolution. The new operating model will be grounded in the introduction of new Voice Automation (VA) and Customer Relationship Management (CRM) technologies to enhance our offering when customers contact the Council. We're looking for VA to appropriately answer, filter, and resolve non-complex questions, and we're looking for the CRM system to draw together data from across the organisation to generate a single view of the customer and provide a more efficient and smoother experience for service users, reducing the need for multiple contacts. Description of the job role and its main responsibilities In order to successfully deliver this programme we need an experienced, motivated, self-starting business analyst with the qualities and skills to cover a lot of ground

rapidly and produce quality products. The main outputs are expected to be a full understanding of how services receive, manage and fulfil requests including the issues, complexities and nuances that arise. It is expected that this role will also identify process improvements and work with the team in an agile way to design and implement new processes in the technology platforms. Key experience and skills required

- >10 years' experience of practical business analysis
- >5 years' practical experience of business analysis in local government
- Ability to operate under own initiative
- Lean certification - ability to identify waste in processes and remove it
- Ability to identify and convey FTE related efficiency benefits in a clear business case input
- Strong stakeholder management skills
- Ability to look at a council service and see the issues and translate that through the full BA cycle into benefits to be realised
- Experience with implementing Voice Automation and market leading CRM
- Ability to understand and optimise our customer journeys
- Ability to transfer knowledge of outcomes and methods to team members and key stakeholders

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