

## Role profile

<b>Job Title:</b>	Corporate Business Analyst	<b>Grade:</b>	12
<b>Department:</b>	Strategy and Change	<b>Post no:</b>	66937
<b>Directorate:</b>	Chief Executive's	<b>Location:</b>	Perceval House

<b>Role reports to:</b>	Assistant Director, Commissioning and Capacity Building
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	Teams within the function, project teams, support staff
<i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i>	

## Job description

### Purpose of role

As a Corporate Business Analyst within the Commissioning and Capacity Building team, you will play a critical role in helping the organisation achieve agreed savings targets through evidence-based decision-making and robust business cases. Working as part of the Programme Management Office (PMO), your focus will be on identifying, validating, and enabling cost-saving opportunities that support financial sustainability.

This role is results-driven, with a clear mandate: turn analysis into action that delivers measurable financial benefits and long-term value.

### Key accountabilities

- Use data and evidence to find ways to reduce costs, improve efficiency, and boost performance, delivering better results for residents and stakeholders.
- Carry out tasks like mapping processes, gathering requirements, and tracking benefits to make sure agreed savings targets are met.
- Assess different approaches to address inefficiencies and present recommendations backed by solid data, financial analysis, and risk assessments.
- Capture and prioritise what's needed for digital and business improvements, ensuring solutions are delivered on time, meet user needs, and reduce costs.

- Build strong relationships, secure buy-in for savings initiatives, and promote a culture of financial accountability across services.
- Apply and share business analysis methods to drive continuous improvement and make the organisation more efficient and cost-effective.
- Make sure savings are achieved and aligned with the Council's financial strategy, monitoring progress against agreed targets.
- Work with HR and OD teams to embed new processes that reduce duplication, optimise resources, and strengthen workforce capability.
- Create financial models, benefits plans, and risk analyses to support decisions. Validate assumptions and dependencies to ensure proposals are realistic and achievable.

### **Key performance indicators**

- Use data-driven analysis to find and implement ways to reduce costs, streamline commissioning, finance operational and procurement processes, and make better use of resources.
- Link analysis to real reductions in operational costs and improved efficiency across services.
- Rank projects based on savings potential and provide clear evidence to support decisions on investment and minimum viable products.
- Capture and deliver requirements for digital and process changes that reduce duplication, automate tasks, and lower delivery costs.
- Create easy-to-understand reports that highlight savings opportunities and influence strategic decisions.
- Monitor progress to make sure projects achieve agreed savings and contribute to the Medium-Term Financial Strategy.
- Promote best practice and embed lessons learned to keep improving efficiency and cost-effectiveness.

### **Key relationships (internal and external)**

Internal:

- Collaborate across all six directorates to find cost-saving opportunities, make better use of resources, and ensure business cases are thoroughly reviewed so MTFS savings are delivered without compromising service quality.
- Carry out needs assessments and support service redesign with clear, evidence-based analysis to make sure changes deliver the best value and improved outcomes.
- Work together on budget modelling, cost-benefit analysis, and value-for-money reviews to identify and achieve savings.
- Support putting in place reliable data systems and governance frameworks so MTFS programmes have accurate, timely, and efficient reporting.

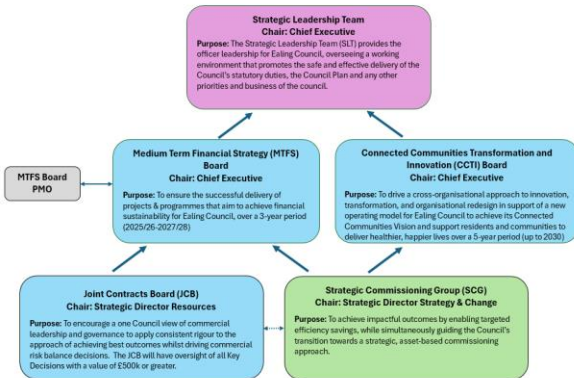
- Use workforce analytics and forecasting to align staffing plans with financial sustainability and organisational priorities.
- Gather feedback from services, check data accuracy, and make sure operational intelligence shapes strategic decisions and continuous improvement.

External:

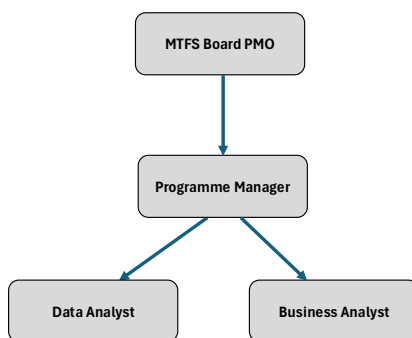
- Take part in benchmarking exercises, shared data projects, and joint commissioning with partners to identify efficiencies and deliver best value.
- Develop strong relationships with senior leaders in health, social care, education, and housing to monitor performance, spot savings opportunities, and ensure resources are used effectively.
- Analyse market trends and performance data to guide sourcing decisions and secure cost-effective procurement solutions.

Authority level

Governance overview



MTFS Board PMO Structure



Additional Requirements

- Any other duties appropriate to the post and grade

## Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

### Essential knowledge, skills and abilities

- Able to adapt to different delivery methods by defining your role and responsibilities, agreeing scope and priorities with stakeholders, and clearly explaining the benefits of phased delivery and early results.
- Able to lead the mapping of business processes, systems, and data for projects and programmes, and assess the impact of proposed changes on services and operations.
- Able to analyse current processes to identify problems and opportunities, design and implement improvements, and accurately document both current and future workflows.
- Able to understand organisational context and root causes, set clear goals, and develop and evaluate multiple options with evidence-based recommendations.
- Able to advise on requirements management, ensure traceability through all project phases, prioritise requirements, and negotiate solutions to meet programme objectives.
- Able to build and maintain strong relationships, develop communication plans, resolve issues, and influence stakeholders to secure buy-in for savings and transformation initiatives.
- Able to identify and analyse IT system capabilities, collaborate with technical teams to design solutions, and assess the impact of changes on users and operations.
- Able to recommend and apply testing methods, define acceptance criteria, and review test plans and results to ensure solutions meet requirements.
- Able to analyse and prioritise user needs, recommend techniques to validate user experience, and explain how these needs influence system design.

### Essential qualification(s) and experience

- Degree or equivalent professional qualification, or substantial relevant experience supported by ongoing training
- Extensive practical and recent Business Analysis experience using structured methodologies (e.g. Waterfall or Agile)
- Practical experience of Business Analysis methods, including facilitating workshops, conducting impact analysis, eliciting & writing requirements for business & technical projects, collaborating with business users and the technical teams to define solutions.

- Practical experience and detailed knowledge of Business Process Improvement from analysis and identification through to implementation, including accurate documenting of As-Is and To-Be processes.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>