

**Job Title:** Senior Business Analyst (Temporary)

**Job Location:** Dundee

**Responsible to:** Product Owner

**Responsible for:** Agile ICT Analyst Team

**Principal Working Contacts**

Head of Transformation

Business Transformation Team

Chief Inspectors & Service Managers

Executive Group

Other Care Inspectorate colleagues

Scottish Government Officials

People who use or may need to use services and carers

Other External Stakeholders

**Job Purpose**

To Lead scope definition workshops. Facilitate story mapping and user persona workshops with the Business & Scrum delivery teams

To also lead and manage the Agile Analysts Team on how to use Agile/Scrum practices and values to enhance user experience as part of a Transformation delivery.

**Key Responsibilities**

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| **Operational Management*** Work with the Product Owner to elicit and prioritise requirements, define the product roadmap, develop our minimum viable product with corresponding storyboarding and the building and refining of product backlog
* Acting as a Product Owner ambassador through being a proxy in ensuring business value is being delivered
* Working as part of the Design Authority function to continuously improve our business solution design capability and assisting in ensuring we are adhering to best practice
* Experience in mentoring & support of other delivery colleagues
* Attend daily scrums, stand-ups, and meetings
* Shape team behaviours through excellent management via the agile method
* Build strong relationships with stakeholders, application users, and product owners
* Document progress and communicate to users and stakeholders
* Take responsibility for successful product delivery (including backlog)
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| **People Management*** To provide line management support to the Agile analysts Team and ensure Agile/Scrum concepts and principles are adhered to.
* Support, develop and coach staff through regular One-To-One Supervision, Performance Development Reviews and Personal Development Plans, implementing corrective action where necessary, to ensure continuous improvement in service delivery.
* Manage and monitor the learning and development of all employees within the role’s remit.
* Promote the health, safety and welfare of employees, with responsibility for ensuring that the Care Inspectorate health and safety policies, procedures and practice and legislative requirements are met across the team.
* Carry out your duties in accordance with our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable care for your safety and that of others who may be affected by what you do or fail to do while at work
* Promote diversity, equality of opportunity, fairness, dignity and trust, ensuring that these principles are upheld across all areas of service delivery.

**Relationship Management*** As a senior analyst, model corporate behaviour and demonstrate commitment to organisation values.
* Work collaboratively with developers, product owners, testers and stakeholders to identify and fix problems as quickly as possible to ensure the team provide working software at the end of the sprint.
* Develop and maintain constructive and co-operative working relationships with internal and external stakeholders to ensure effective and efficient directorate support.
* Providing training in the use of new and updated ICT systems where appropriate.
* Ensure effective working protocols in accordance with the Care Inspectorate’s Communications, Human Resources, Finance, ICT and Operations function.
* Project a professional image for the Care Inspectorate and Business Transformation Team when dealing with colleagues and external stakeholders.
* Demonstrate enthusiasm for delivering excellent customer service.
* Demonstrate a commitment to the Care Inspectorate’s aims, vision and values and to the Care Inspectorate’s overall objective of improving care in Scotland.

**Other Duties**This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs. |
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