Recruitment Profile

Job Title   Agile Business Analyst

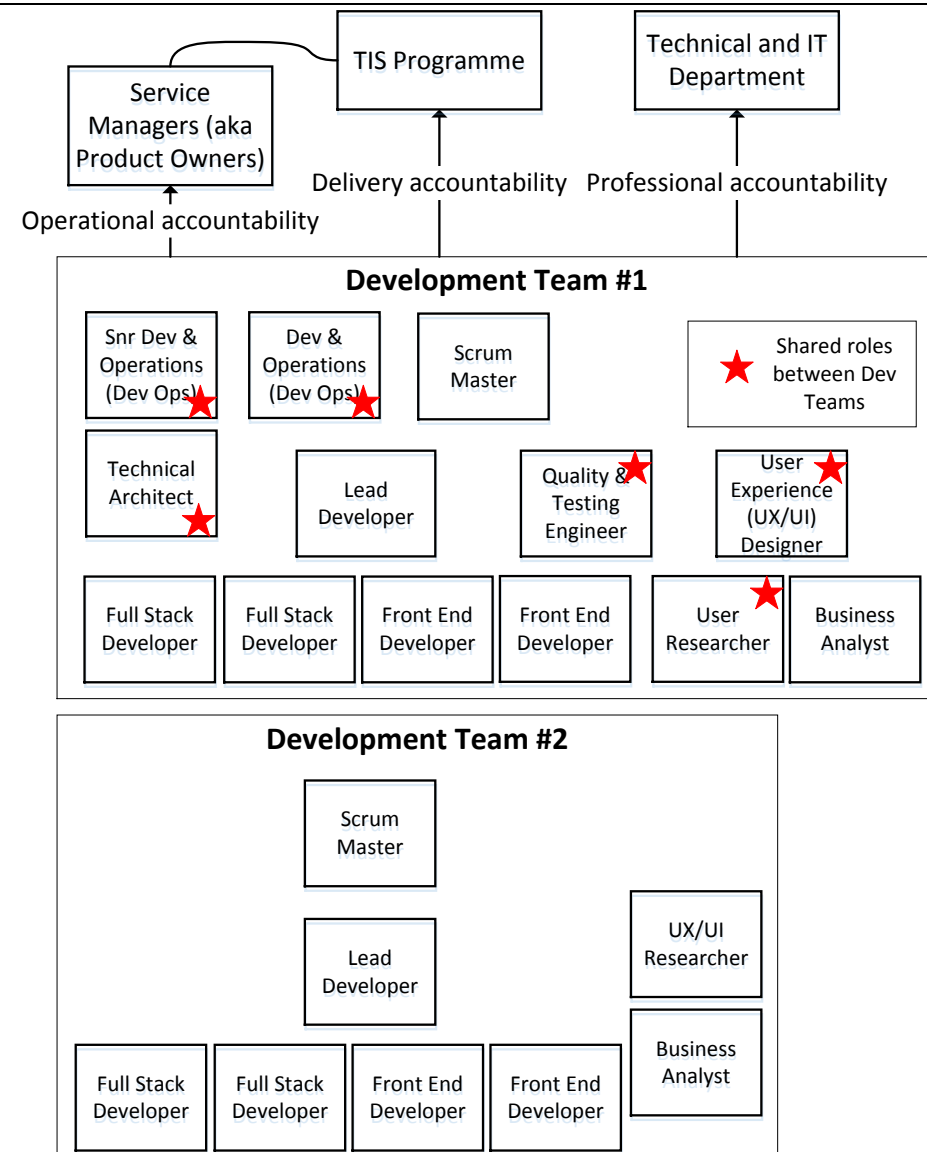| About the Job	Organisation Structure

About the Job

The TIS Programme has been established to develop a suite of products and information services to support the management of learners and trainees. In so doing, we will remove a large number of legacy information systems used by local teams and offices throughout England. HEE are now seeking to become aligned with the Government Digital Service frameworks (https://www.gov.uk/service-manual/service-standard) that promote user centricity in software design and the adoption of agile methods by default. The TIS Programme will be the first HEE-initiative to set up an agile Development Team that is supported by the business to deliver software products to our stakeholders.

Our current backlog and requirement framework describes upwards of 20 functions that need to be developed to replace the legacy estate, and for those services to be continually improved and developed through time. Some of these services are large, complex and business critical, and their successful development and implementation will be the measure of success for the TIS Programme.

To be effective in this role you will be familiar with a range of digital / web services and solutions, ideally where open source and cloud technologies have been utilised and have applied agile development methods. You will work independently and as part the team, with a high degree of proactively and adaptability to changing circumstances and demands.

The Agile Business Analyst will be embedded within the one of the Development Teams supporting the creation and continuous improvement of HEE's suite of new learner information systems.

Organisation Structure

This is a complex set of services that must improve management of the "lifecycle" of learners and trainees, such as NHS junior doctors and scientists, who are supported by Health Education England.

You will be an excellent communicator and an experienced and accomplished business analyst who has worked in an agile environment that has focused on delivery. You will be confident in working with stakeholders and rationalising complex information to make it understandable, specifically you will able to effectively bridge the gap between the stakeholders, the Service Managers (aka product owners) and the wider Development Team.

As a proponent of Agile you will help change and embed a new culture of agile working with stakeholders, particularly through the attention and effective engagement with stakeholders.

Health Education England (HEE) has no tradition of developing national systems in an agile way. This role and adoption of an agile scrum approach is new way of working for us. Along with your colleagues you will work to make a success of our approach to developing software and services that meet the needs of all our users.

About Us

HEE provides leadership for the education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. HEE ensures that the workforce has the right skills, behaviours and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements through supporting healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training.

Our **ambition** is to be the best organisation of our type in the world by living our values every day.

Our Core **Values** are that everyone feels **valued and respected** and are **included and involved** in everything that affects them; are **trusted** to make decisions with clear reasons in order to **be empowered** to deliver; are committed to clear, **effective communication**, which is transparent and open when sharing information; takes **pride and has integrity** in everything we do and recognises that everyone has a significant contribution whilst taking **personal responsibility and accountability** for actions and behaviours.

Recruitment Profile

Behaviours and Values

- Makes sure they and others work in a way that complies with legislation and trust policies and procedures on health, safety and risk management
- Takes ownership for improving and maintaining a healthy, safe and pleasant work environment
- Takes actions to eliminate and reduce identified risks
- Uses plain language when carrying out duties
- Aware of the impact of own behaviour on others
- Driven by the needs of patients and service users.
- Leads by example, actively acts as a role model in own behaviour and fosters an inclusive culture Interprets equality, diversity and rights in accordance with legislation, policies, procedures and good practice
- Constructively challenges and accepts constructive challenge from others
- Empowered and enabled to deliver
- Recognises that improved patient care is at the heart of all decision making
- Makes decisions and has a clear reason for the decisions made
- Actively promotes change and improvement and sharing of knowledge and information. Promotes a safe environment for exchange of views and ideas
- Maintains the highest standards of integrity in all interactions

Skills and Abilities

- Encourages effective communication between all involved proactively seeking out different styles and methods of communication to assist longer terms needs and aims
- Provide and receive highly complex, sensitive or contentious information and support delivery of such information to a wide range of differing groups, often at a very senior level. This involves anticipating barriers to communication and takes action to improve communication, communicating effectively and calmly in difficult situations and with difficult people
- Experience of creating and giving presentations to a varied group of internal and external stakeholders conveying complex concepts and where challenge is likely
- Advanced keyboard skills
- Develops partnerships with a range of internal and external stakeholders and actively develops and maintains these
- Is an active and valued participant in development groups
- Encourages best practice across the organisation with appropriate use of networks
- Is a successful negotiator displaying high levels of political astuteness to achieve outcomes in difficult and contentious situations
- Ability to prioritise own work effectively
- Capable of effective planning over medium to long term timeframes making adjustments and planning resourcing accordingly
- Ability to problem solve and respond to sudden unexpected demands
- Ability to understand a broad range of highly complex information quickly and making decisions where opinions differ/no obvious

| | solution and makes decisions where a range of possible actions may be available
- Anticipates and resolves problems before they arise
- Ability to work and make decisions autonomously
- Guided by principles and broad polices/regulations and take action based on own interpretation
- Is a role model for team in terms of delivery of high performance and instils a culture of high performance within team and develops ability in others to manage time effectively and respond positively and flexibly to differing workloads and priorities
- Is a role model for teams in terms of quality assurance and performance and instils a culture of high quality within the team
- Ability to exercise high levels of diligence when assessing or preparing documentation, especially when information is received from a variety of sources and may be conflicting
- Able to maintain concentration for a prolonged period of time e.g. checking documents, writing reports and analysing statistics
- Able to maintain concentration and work effectively in a climate where there is an expectation that work patterns will have a large degree of unpredictability |
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| **Experience and Knowledge** | **Qualifications and Training** |
| - Knowledge of project principles, techniques and tools, such as Prince 2 Foundation and Microsoft Project
- Detailed knowledge of maintaining confidentiality and implementing data protection legislation requirements including information governance
- Demonstrated experience of co-ordinating programmes in complex and challenging environments
- Significant experience of monitoring substantial budgets and financial and business planning processes
- Significant experience of successfully operating in a politically sensitive environment with diverse stakeholder input
- Experience of the successful delivery of ICT services/solutions
- Experience of identifying and interpreting national policy and researching best practice for realising policy objectives
- Experience and understanding of evaluating and measuring and reporting on performance drawing on complex information from a variety of sources | - Educated to masters level or equivalent level of experience of working at a senior level in specialist area
- Evidence of continuing professional development |

• Experience of managing risks and reporting • Experience of managing a team and achieving objectives by working with others not under direct line management control	

Expected Outcomes

About your role
This section details the outcomes and deliverables that would be expected from the role

Engaging People/Key Working relationships	Delivering Results/Functional Responsibilities
- Works with others to make sure there is a clear direction for values, strategies and policies and leads the way when interests are in conflict supporting collaborative working across HEE and LETBs and with wider stakeholders - Develop, nurture and maintain key relationships and networks (including national) both internally and externally with a wide range of different stakeholders with complex and conflicting requirements - Develop effective links with other functions to address interdependences and alignment with work areas - Works with others to develop strategic plans and business objectives for the service. These need to be consistent with values, realistic, detailed and take account of constraints - Close liaison with communications and stakeholder teams on public relations and marketing activities involves and engages users of the service and others in discussions about service direction, improvements and the values on which they are based - Communicates values, strategic plans and service direction to help all colleagues understand how they are affected. Also creates opportunities for people to contribute their views and ideas - Works with people affected by service improvements to evaluate the impact of the changes on the service. - Continually reviews the values, strategic plans and directions of the service to take account of changing circumstances - Deputise for more senior members of the team in representing the organisation in formal settings **Key Working Relationships** - The TIS Programme Team. - Stakeholders from the business, at all levels, including every day system users, subject matter experts, user groups and any others	- Adopt the main features of the Government Digital Service Framework. - Be an agile champion. - To use own time effectively and productively. - Plan, design and conduct interviews using a variety of tools and methods to gather requirements from the business, such as workshops, interviews, surveys etc. - Ensure that the sources of information on the business use of data, business analysis, business process modelling, systems requirements, options appraisal, system change delivery (etc.), are based on a comprehensive and detailed understanding of stakeholder needs - Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting system requirements. - Document user stories and help manage the backlog. - To ensure risks and issues are appropriately dealt with and escalated. - Develop and test (with stakeholders) business process models to establish the workflow of the system, the "as is" and the "to be" situations. - To support business transformation. - To help develop a strong service delivery ethos and approach. - Have the ability to recognise and effectively deal with negative behaviours, such as disengagement, obstruction and antagonism.

who are involved in developing services. Stakeholders cover staff, associates and third parties such as NHS Trusts and the learner/trainee themselves.	• Influence and operate in a complex stakeholder environment where stakeholder needs are often compromised by capability and capacity.
• The Service Managers who will set the work focus.	• Manage stakeholders effectively by building strong relationships.
• The Development Team who will be key work colleagues.	• Contribute to financial decisions e.g. on product sourcing.
• Support the dynamics of working in an effective agile scrum, through participation and proactive involvement in team-member support, agile rituals and collective accountability.	• Advise on research and analytical activities, some of which will be complex, required to inform decision making.
	• To undertake research and development on emerging trends, best practice, and products available in the market relating to applications development and systems.
	• Promotes a positive approach to high quality standards managing effective and quality delivery through high performing teams.
	• Clear understanding of role and impact
	• Lead the strategic formulation and planning, allocation and delivery of a broad range of tasks over medium to long term, ensuring risks, issues and dependencies are identified and proactively managed to achieve high quality outcomes
	• Acts as an ambassador for policies and procedures adopted by organisation and promotes a positive approach to high quality standards making others aware of the impact of quality leading by example and developing others within the team
	• Responsible for designing one or more information system(s) to support delivery based on the specification of end users
	• Role models quality delivery
	• Support and develop clear lines of governance for all assigned work areas working closely with and supporting Heads of Department
	• Collate qualitative and quantitative information and produce meaningful analysis of information to support decision making
	• Uses organisation equipment and resources effectively and encourages others to do the same.
	• Draft reports and other documents as required for the use of Heads of Departments or others
	•
	• Undertake the successful planning and organisation of events and meetings in connection with in areas of responsibility ensuring that the highest level of verbal and written communication is utilised

	- May undertake complex surveys relating to role. - Research and development is regularly carried out to ensure that work, projects and programmes are relevant to the current health economy - Involved in budget monitoring
Management and leadership	**Setting Direction and Service Improvement**

- Provide routine and focussed coaching, mentoring and training to individuals and groups; to support culture change and build confidence e.g. of agile with stakeholders.
- To support team members, especially in the following areas:
   o To support the delivery of day to day activities.
   o Supporting junior staff, apprentices and others.
   o To support the identification and sharing of best practice
   o Managing politics and stakeholder issues external to the team.
   o Innovation.
- To either assist the TIS Programme Manager to manage or support contractors, consultants and other staff co-opted or assigned to the TIS programme or the Development Team.
- Takes ownership for self and others.
- Actively role models ethical behaviours and establishes a culture of team work and cooperation. Is a mindful and decisive thinker who makes insightful and effective decisions based on known information and good business awareness delegates effectively and appropriately.
- Identifies development needs for others and enables opportunities for others to apply developing skills, behaviours and knowledge
- Takes responsibility for meeting own objectives and development needs.
	- Lead on the initiation, development and implementation of guidance, frameworks and policies in support of assigned work areas actively promoting continuous service improvement
	- Lead on internal and external service improvements
	- Be alert to emerging issues, opportunities and trends which might impact or benefit the programme.
	- Presents a positive role model in times of service improvement and organisational change
	- Supports and works with others to help them understand the need for change and to adapt to it
	- Manages and evaluates team performance and contribute to the development of an integrated approach to, service improvement
	- Identifies and evaluates potential improvements to the organisation
	- Discusses improvement ideas with appropriate people and takes an active role within working parties and steering groups to agree a prioritised plan of implementation to take forward agreed improvements
	- Commission and/or undertake primary and secondary research to inform development
	- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information

• Develops and communicates standards and expected levels of performance • Seeks feedback from others about work to help identify own development needs • Management of third parties relevant to assigned work areas to ensure deliverables are met in a time and cost efficient manner • Contribute to the annual business planning cycle • Act in a way that is compliant with standing orders and financial instructions • Responsible for effective matching of available budget to individual projects and programmes and co-ordinating monitoring expenditure and provision of financial reporting to board and senior groups	

Benefits Information

About the Benefits	
This section details the benefits of working for HEE	

What's great about this post?	What's the terms and conditions?	
This is perhaps a unique opportunity to join a major NHS organisation as it transitions to adopting an agile approach for major software and service development. You will be able help inform and influence how the Development Team starts as a high performing team that is focussed on delivering high quality outputs to the business which will have positive and lasting impact. This will be a challenge and an opportunity to use all your skills and experience, but also to gain new skills and experience. We will ensure your personal development is supported and your experience and skills are utilised. We are a national organisation and you will be highly user and business focussed. This will entail engaging and working with staff and stakeholders across the country and at local sites.	As an NHS employer the following terms and conditions apply to this post:-	
	Salary Usually starting at the minimum and progressing on an incremental scale.	NHS TCS 2018: Band 8a
	Hours of Work	37½ hours per week. Monday to Friday
	Permanent, Fixed Term or Secondment	Full time, Permanent
	Leave and Bank Holidays: 27 days per year and 8 bank holidays, pro rata if part-time. Leave increases to 29 days per year after 5 years service and 33 days per year after 10 years service	
	Pension: The NHS Pension scheme is based on length of service and salary at retirement (not dependent on investment returns). It provides a retirement pension worth 1/60th of reckonable pay per year of membership. There is also the option to exchange part of the pension for cash at retirement, up to 25% of capital value	

What other opportunities are available to me?	Other useful information
We'll be committed to your training and development from day one. When you join, you'll receive an induction and have the opportunity to attend a variety of skills-related courses, some on-line. Our learning and development strategy includes all the ways that we can support you to 'shine' and excel in your role and is open to our staff at every level in our organisation. It also includes Leadership and Management development and provides the opportunity to apply for funding to support personal development activity.	Your essential role will indirectly contribute to saving and improving people's lives. Job-sharing and part-time working is welcomed. Please indicate this on your application form. We are committed to implementing reasonable adjustments for people with disabilities. If you are successful, you will be issued with a contract of employment which will include a full statement of the terms and conditions of service and Job Description