Business Analyst
Location: National*

Closing Date: 1/7/2022
Interviews: From 12/7/2022

Grade: SEO
Salary: £41,747 - £47,591 (London); £36,049 - £41,095 which may include an allowance up to £2411

Working pattern: Full time, Part time, flexible working
Contract Type: Permanent

Vacancy number: 60400

*We are currently offering hybrid working which includes 2 days per week in your local office. Office locations can be found here

The Role

We're recruiting for a Business Analyst here at Justice Digital, to be part of our warm and collaborative Technology Services team.

We design, deliver, and support the core infrastructure, business applications and associated systems that enable end user computing services for over 100,000 Ministry of Justice users across over 1000 locations.

Technology Services within the MoJ is a modern and diverse workplace that promotes a healthy work-life balance and flexible working options. Two of our colleagues took some time recently to share their own personal experience of diversity within the digital and tech world. Diversity within Technology Services - MOJ Justice Digital (blog.gov.uk).

We design, build and support user-centric digital technology services that support the smooth running of an efficient and effective justice system. These services make a real difference to our customers, be it internal staff or members of the public and their families who use them. Millions of people every year interact with our services, and Justice Digital plays a critical role in facilitating swift access to justice and making that experience much easier and less distressing.

The Business Analyst will work collaboratively with the Delivery Manager to the Deputy Director Function to provide assistance and support to the Service Team and key stakeholders that are responsible for the end-to-end services of the following operational service areas:

· Networks
· Voice & Video
· Hosting

To help picture your life at MoJ Justice Digital please take a look at our blog and our Digital and Technology strategy 2025

Key Responsibilities:

- Work with the business and service areas to identify, capture and analyse the existing landscape and future technology requirements, this includes ensuring business requirements are met throughout project cycles.
- Work with business stakeholders to understand their needs, processes, and constraints in

order to facilitate effective and efficient business process change.
- Write user stories with acceptance criteria and maintain a backlog of work.
- Translate business requirements into technical terms/requirements/artefacts
- Work with product managers to write and prioritise user stories.
- Define success metrics and mechanisms for monitoring data through the life cycles of services
- Take ownership of reviewing the fit of services into existing business context and the identification of business changes required to support the services
- Identify the opportunities and potential risks associated with business changes and reflect in detailed build requirements
- Identify and recommend the required build, system, process and technology requirements in order to provide appropriate business requirements and inform business cases and the commercial tender process.
- Produce written requirements documentation including reporting on findings to support the commercial tender process and to present to stakeholders when necessary.
- Ensure reporting plans are made and processes are created to evaluate the impact of the changes suggested, including taking responsibility for overseeing and reporting on this evaluation.
- Contribute to the production and continued refinement of business cases through the life cycles of products and services ensuring the incorporation of proportionately robust and good quality evidence
- Develop internal SharePoint site for use by the Networks, Voice, Video and Hosting Team.

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

Benefits

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous civil service pension based on defined benefit scheme, with employer contributions of 26-30% depending on salary.
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Queens' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, PROUD and SPIRIT
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

Person Specification

Essential

- Technical

Proficient in one or more of the following: SharePoint, Power Bi, Excel, Jira and Trello.

- User Focus

Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engage in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.

- Business/Data analysis

Able to visualise, articulate, solve complex problems and concepts, and make disciplined decisions based on available information.
Such skills include:
demonstration of the ability to apply logical thinking, gathering and analysing information using comprehensive tools and techniques, the use of data to formulate both short-term day-to-day and long-term strategic plans, and the ability to build appropriate reporting and presentation.

- Ownership and initiative

Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements.

- Relationship management

Identifies, analyses, manages and monitors relationships with and between stakeholders. Clarifies mutual needs and commitments through consultation and consideration of impacts.

Desirable

A working knowledge/experience in one or more of the Service Streams listed above (Hosting/ EUC/Networks/Voice/Video)

Willingness to be assessed against the requirements for BPSS clearance

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity, Openness and Together. Find out more here about how we celebrate diversity and an inclusive culture in our workplace.

How to Apply

Candidates must submit a CV and an (optional) Covering Letter (up to 750 words) which describe

how you meet the requirements set out in the Person Specification above.

In D&T, we recruit using a combination of the Digital, Data and Technology Capability and Success Profiles Frameworks. We will assess your Experience and Technical Skills during the assessment process.

Your application will be reviewed against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Terms & Conditions

Please review our Terms & Conditions which set out the way we recruit and provide further information related to the role and salary arrangements.

If you have any questions please feel free to contact recruitment@digital.justice.gov.uk