



# HM Courts & Tribunals Service

## Her Majesty's Courts and Tribunals Service

**Directorate:** Digital and Technology Services (DTS)

**Job Title:** Principal Business Analyst

**Pay Band:** Grade 7

**Location:** Birmingham / National

**Term:** Permanent

New recruits to the Civil Service joining MoJ are expected to join at the band minimum.

Existing civil servants applying on promotion will usually be appointed on the salary minimum of the pay band or with an increase of 10 percent on their existing base salary (restricted to the new pay band maximum), whichever is the higher.

### **Merit List:**

HMCTS run a Merit List, where candidates who are unsuccessful at interview, by only a few points, can be offered other roles, at the same band, for up to 12 months!

So, it is always a good idea to apply for a role, and try as best as you can at interview, as you never know what future opportunities it may open! You will be able to view your status via the application screen. If you have been added to the Merit List, your status will show either Merit or Reserve list.

## **Background**

**Do you want to be part of one of the largest tech programmes in Central Government? Do you want to be empowered to be creative, curious and have your ideas listened to?**

These are exciting times at Her Majesty's Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

DTS is creating a place in which it is great to do work and part of our offer is brilliant training opportunities and support from expert colleagues. As well as that you'll find flexible working, an inclusive culture and a place where your opinion is valued.

### **The key purpose of the role:**

As a Business Analyst at these grades, you should be able to anticipate the impact of your work especially when drawing up proposals for change. You may have the ability to plan-ahead, think strategically and ensure that operations, service provision or policy programmes are developed to meet changing business needs.

Senior Business Analysts will maintain stakeholder relationships, both within the department and across government, ensuring different stakeholders' priorities are aligned. You will work with the Product Owner(s), providing insights to agree appropriate priorities, to shape and influence work that aligns with the strategic drivers.

You may be asked to contribute to decisions made by the Lead Business Analyst and wider senior management teams communicating modelling results clearly to them, providing compelling advice and recommendations.

As a Business Analyst you will be expected to use judgement and a high degree of creativity when faced with complex and varied issues in circumstances where guidance and precedent may not be available. You will use high levels of interpersonal skills to consult with other grades, including more senior managers, in order to solve issues. You will be expected to make decisions relating to the most effective business modelling required in the circumstances.

You may be responsible for direct line management or providing leadership to teams and guidance and advice on the day to day provision of business analysis

### Skills and Experience:

- Will know how to develop the analysis and collection of information to create recommendations for service improvements
- Knows how to gather insight from senior stakeholders and communicate modelling results clearly
- Can contribute to the creation and maintenance of the target operating model and identify the impact on operational service
- Can analyse large amounts of complex information and can use it to produce solutions
- Knows how to work according to test plans to design, interpret and execute them

### Person specification:

- You will have the ability to convey detailed advice and information to other employees, including those in more senior grades
- You will be expected to act independently on day-to-day issues and take a strategic view on operational or policy areas only referring to more senior grades the issues which have serious policy or resource implications
- Can function with considerable discretion over day-to-day operations and the organisation of your work
- You have the ability to manage and develop teams
- Ability to deliver at pace and to work to very tight deadlines

### Key responsibilities:

<b>Agile &amp; Lean Practices</b>	<ul style="list-style-type: none"> <li>• Identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes</li> <li>• Know how to help the team to decide the best approach</li> <li>• Can help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP), print and scope</li> <li>• Compare the best processes or delivery methods to use, including measuring and evaluating outcomes</li> <li>• Recognise when something does not work and encourages a mind-set of experimentation</li> </ul>
<b>Business Analysis</b>	<ul style="list-style-type: none"> <li>• Know how to drive the analysis and collection of information to help create recommendations for service improvements</li> <li>• Analyse large amounts of complex information and use it to produce solutions</li> </ul>
<b>Business Improvement Process</b>	<ul style="list-style-type: none"> <li>• Can help to evaluate and establish requirements using relevant techniques such as gap analysis</li> <li>• Able to analyse current processes, identify and implement opportunities to optimise processes, and leads and develops a team of experts to deliver service improvements</li> </ul>
<b>Business modelling</b>	<ul style="list-style-type: none"> <li>• Models complex situations across more than one business function or programme</li> <li>• Know how to gather insight from senior stakeholders and communicate modelling</li> </ul>

	results clearly to them
<b>Business process testing</b>	<ul style="list-style-type: none"> <li>• Can take responsibility for the creation of test cases</li> </ul>
<b>Digital perspective</b>	<ul style="list-style-type: none"> <li>• Can apply a digital understanding to your work</li> <li>• Can identify and implement solutions for assisted digital</li> </ul>
<b>Enterprise and business architecture</b>	<ul style="list-style-type: none"> <li>• Can contribute to the creation and maintenance of the target operating model and identify the impact on operational service</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Can lead others to innovate in their work as well as enabling them to innovate on their own</li> </ul>
<b>Methods and tools</b>	<ul style="list-style-type: none"> <li>• Know how to ensure that teams are using the right tools and methodologies</li> </ul>
<b>Requirements definition and management</b>	<ul style="list-style-type: none"> <li>• Can facilitate the setting of business priorities for change initiatives of high complexity</li> <li>• Know how to lead on requirements analysis and take responsibility for the investigation and implementation of changes to programme scope</li> </ul>
<b>Testing (business analysis)</b>	<ul style="list-style-type: none"> <li>• Can define test condition requirements</li> <li>• Know how to work according to test plans to design, interpret and execute them</li> <li>• Can highlight reports and risks and analyse results based on tests and activities</li> </ul>
<b>End User</b>	<ul style="list-style-type: none"> <li>• Know how to collaborate with user researchers and can represent users internally</li> <li>• Understand the difference between user needs and the desires of the user</li> <li>• Can champion user research to focus on all user</li> <li>• Prioritise and define approaches to understand the user story, guiding others in doing so</li> <li>• Offer recommendations on the best tools and methods to be used</li> </ul>

#### Other duties:

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

#### Application process:

In the first instance you will need to submit your CV. This will be followed by a telephone screening, and if successful, a technical test and a formal interview.

- **Experience** – As demonstrated by your CV
- **Behaviours** – The interview will involve a discussion around the 2 behaviours below

#### Key Civil Service behaviours:

We will assess you against these behaviors during the selection process at the appropriate level for your role.

<b>Communicating and Influencing</b>	<ul style="list-style-type: none"> <li>• Communicate purpose and direction with clarity, integrity and enthusiasm. Respect the needs, responses and opinions of others.</li> </ul>
<b>Making Effective Decisions</b>	<ul style="list-style-type: none"> <li>• Use evidence and knowledge to support accurate, expert decisions and advice. Carefully consider alternative options, implications and risks of decisions</li> </ul>

**For more information on Behaviours please see the following link;**

<https://civilservicelearning.civilservice.gov.uk/sites/default/files/resources/behavioursjune18.pdf>

#### Location of Post

Birmingham Digital Hub, please note some travel to London may be required.

#### Flexible working options

HMCTS offers a flexible working system across all the digital hubs.

### **Job sharing and reduced hours**

All applications for job sharing or reduced hours will be treated fairly and on a case by case basis in accordance with the MoJ's flexible working policy and equality policy.

### **Excess Fares and Relocation Allowances**

This job is not eligible for relocation allowances, but excess fares may be considered in accordance with MoJ's excess fares allowance policy.

### **In addition, HMCTS offers a range of benefits:**

#### **Annual Leave**

Allowances for paid holiday starting at 25 days per year plus an additional 1 privilege day, rising to 30 days after 5 years' service. There is also a scheme to allow qualifying staff to buy or sell up to three days leave each year. Leave for part-time and job share posts will be calculated on a pro-rata basis.

#### **Pension**

The Civil Service offers a choice of pension schemes, giving you the flexibility to choose the pension that suits you best.

#### **Training**

HMCTS is committed to staff development and offers an extensive range of training and development opportunities. You'll receive on the job training and mentoring as well have access to formal training and development, internal and external, invites to conferences, tech meetups, events and more.

#### **Support**

- A range of 'Family Friendly' policies such as opportunities to work reduced hours or job share.
- Access to flexible benefits such as salary sacrifice arrangements for childcare vouchers, and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
- Paid paternity, adoption and maternity leave.
- Free annual sight tests for employees who use computer screens.