



# HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

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

**Job Title:** Senior Business Analyst

**Pay Band:** Band B

**Location:** Manchester

**Term:** Permanent

**Please note: New recruits to the Civil Service are expected to join at the band minimum, however for exceptional candidates, managers have discretion to set starting salaries above the pay range minimum by a maximum of 10%**

## **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. 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.

We're building better justice for everyone by harnessing technology, curiosity and our burning mission to make a momentous impact. You have the chance to influence that change and own your mark. With the scale and size of transformation, you'll get exposure to bigger opportunities and new ways of learning that will push your potential. It's a massive challenge doing career defining work, but we also embrace your individuality and life outside of work. So through flexible working we'll trust you to shape the future in a way that suits you.

***Build\_better\_justice  
for.everyone***

## The key purpose of the role:

As a Business Analyst your core purpose will be to act as the bridge between the business and the technical. This will involve you identifying the requirements of a service, identifying the benefits to the user and translating this into actionable requirements for the development team. You will work iteratively with the business and the development team to clarify ambiguity, resolve issues and assist with additional functionality across the service development lifecycle.

You will be experienced as a BA in a variety of elicitation methods and can advise your team on the appropriate use of each method depending on the stakeholder and scenario. You will be given the opportunity to continue to grow your management capabilities as well as managing relationships with senior stakeholders as you progress to becoming a leading figure within the BA community.

## Key responsibilities

<b>Setting Direction</b>	<ul style="list-style-type: none"><li>• Encourage and promote Agile methodologies across functions, setting standards across the function and ensuring these standards and methodologies are followed</li><li>• Operate as a BA either on large, complex projects, or across a number of projects simultaneously</li><li>• Additionally, manage other BAs on the project by quality assuring on the work produced</li><li>• Lead workshops, interviews, focus groups and other techniques to effectively understand business problems and user needs within large complex projects</li><li>• Translate the business problem and user needs into a set of detailed requirements for the solution that align to best practice methodology, with the appropriate use of epics, features, user stories and defined acceptance criteria</li><li>• Manage senior stakeholder relationships, ensuring alignment across business and technical stakeholders</li><li>• Communicate effectively across senior technical and business stakeholders, ensuring the understanding of requirements and acceptance criteria is aligned.</li><li>• Understand the business processes and activities that impact and that are impacted by the project whilst developing an understanding of how the project aligns with the wider strategy of the department. Additionally, advise on the appropriate selection techniques to model business processes as per the service scenario</li><li>• Advise the Product Owner in agreeing the suitable mix of epics, features &amp; stories for each sprint, as well as actively contributing towards prioritisation activities. Additionally, be comfortable operating as a Product Owner on an interim basis where necessary</li></ul>
<b>Agile &amp; Lean Practices</b>	<ul style="list-style-type: none"><li>• Able to identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes</li><li>• Able to recognise when something does not work and encourages a mind-set of experimentation</li><li>• Can adapt and reflect, is resilient and has the ability to see outside of the process</li></ul>
<b>Business Analysis</b>	<ul style="list-style-type: none"><li>• Responsible for investigative work into problems and opportunities in existing and new services</li><li>• Drives the analysis and collection of information and creation of to create recommendations for service improvements</li><li>• Analyses large amounts of complex information and uses it to produce solutions</li></ul>
<b>Business Improvement Process</b>	<ul style="list-style-type: none"><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>Relationship Management</b>	<ul style="list-style-type: none"><li>• Influences stakeholders and manages relationships effectively. Builds long term strategic relationships</li></ul>

<b>Business modelling</b>	<ul style="list-style-type: none"> <li>Models more advanced and complex situations across more than one business function or programme</li> </ul>
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### Essential Skills and Experience:

- Experience of working in a large digital organisation, or demonstrable understanding of large digital organisations operate in the context of this role
- Previous experience of working across senior technical and business stakeholders ensuring the understanding of requirements and acceptance criteria is aligned
- Proven track record of managing product lifecycles ensuring full alignment with wider Departmental strategy
- Experience of analysing large amounts of complex information and using it to produce solutions
- Has managed other BAs on a project by quality assuring the work produced and mentoring to improve outcomes

**Person specification:** To be successful you should have the following;

- Facilitation skills with the ability to find common ground between the technical and non-technical
- Excellent stakeholder engagement skills
- Experience of problem solving and working with others to deliver at pace
- Can make decisions within agreed parameters
- Good communication skills

### 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 formal interview.

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

### Key Civil Service Behaviours:

We will assess you against these behaviours during the selection process at Level 3.

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

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/717275/CS\\_Behaviours\\_2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/717275/CS_Behaviours_2018.pdf)

<b>Changing and Improving</b>	<ul style="list-style-type: none"> <li>Work with others to identify areas for improvement and simplify processes to use fewer resources</li> <li>Use technology where possible to increase efficiency</li> <li>Encourage ideas for change from a wide range of sources</li> <li>Clearly explain the reasons for change to colleagues and how to implement them, supporting individuals with different needs to adapt to change</li> <li>Encourage an environment where colleagues know that they can challenge decisions and issues safely</li> <li>Take managed risks by fully considering the varied impacts changes could have on the diverse range of end users</li> </ul>
<b>Making Effective Decisions</b>	<ul style="list-style-type: none"> <li>Understand own level of responsibility and empower others to make decisions where appropriate</li> <li>Analyse and use a range of relevant, credible information from internal and external sources to support decisions</li> <li>Invite challenge and where appropriate involve others in decision making</li> </ul>

	<ul style="list-style-type: none"> <li>• Display confidence when making difficult decisions, even if they prove to be unpopular</li> <li>• Consult with others to ensure the potential impacts on end users have been considered</li> <li>• Present strong recommendations in a timely manner outlining the consideration of other options, costs, benefits and risks</li> </ul>
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### **Flexible working options**

HMCTS offers a flexible working system across all of its 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.

### **What can we offer you?**

- A [generous pension scheme](#) on average of up to 22%
- 25 days leave, plus 8 bank holidays, plus 1 privilege day usually taken around the Queens' birthday
- Flexible working; whether it's working from home or remotely, working part-time, job sharing, or working compressed hours, we have people doing it and are happy to discuss options with you
- Great maternity, adoption, and shared parental leave, 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!
- Bike loans and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers, and eye-care vouchers.
- Up to 5 days paid leave per year for voluntary work you may wish to undertake
- We also currently have employee-run networks for colleagues of minority ethnic origin, employees with disabilities, those with caring responsibilities, women employees, and lesbian, gay, bisexual and transgender employees with which you will be eligible to join

We are passionate about career development and in order to help support this, we offer a number of training and development platforms that employees will have access to. Working with your manager, you will be given the support and time required to complete agreed courses, as part of your personal development plan.

- Pluralsight - Over 7000 video training courses created by over 1400 subject-matter experts, covering a wide range of software development related skills.
- Microsoft Enterprise Skills Initiative - a range of Azure focused courses that can lead to Microsoft Certification.
- Civil Service Learning - a wide variety of online training to help support your role as a Civil Servant.