



Role Title	Senior Systems Business Analyst
Job Family	Business Intelligence
Competency Level	Principal Officer/Manager
Pay Scale	PO6
Purpose	
To strategically manage, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements. - To lead a high-quality Mosaic and case management system support function that is professional, responsive, well-governed, trusted and aligned to service need. - To provide senior hands-on business analysis, system support, configuration, testing, release management and change delivery for complex, high-risk or priority work. - To define and maintain the Mosaic support offer, including service standards, escalation routes, backlog prioritisation, operational workload planning, performance monitoring and business continuity. - To lead and quality assure system change, ensuring work is evidence-based, proportionate, service-sponsored and aligned to statutory, operational, financial, data and transformation priorities. - To lead and maintain the Mosaic roadmap and standards for configuration, documentation, testing, training, communication, data capture, release management and change governance. - To line manage, coach and develop analysts, helpdesk staff and apprentices, building internal capability, resilience and professional standards across the support function.	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service.
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.



	Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Develop service plans, business plans and conduct business continuity planning for area of responsibility and contribute to wider service planning and development activities.	Service / business plans reflect input and describe the service activity and plans which are aligned to the wider team, stakeholder, and council ambitions.
Ensure data is handled in line with the Data Protection Act 2018, UK GDPR and council policy. Ensure risks are assessed and escalated.	Data risks are controlled. Sensitive information is protected. Compliance is embedded in design.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Job-specific Accountabilities	End Results/Outcomes
Lead the delivery of a professional, responsive, well-governed and trusted case management system support function aligned to service need.	The support function is visible, credible and recognised as a critical enabler of service delivery.
Embed a stewardship model and define the support offer, including service standards, escalation routes, boundaries, responsibilities and interfaces with services, Business Intelligence (BI), Information Technology (IT), finance/brokerage teams and suppliers.	Shared ownership is clear. Stakeholders understand support routes, responsibilities and boundaries.
Lead and oversee the helpdesk function, allocating work appropriately, monitoring service levels and prioritising support and change demand against risk, value and capacity.	Helpdesk performance is visible and managed. Priorities are clear.
Lead complex issue investigation and ensure recurring problems are addressed through sustainable solutions, including configuration, training, process	Complex issues are resolved effectively. Repeat demand reduces and underlying causes are addressed.



change, supplier action or governance.	
Lead and quality assure business analysis, requirements definition, stakeholder analysis, process modelling, options development and acceptance criteria for complex or high-impact change.	Analysis is robust, consistent and suitable for governance decisions. Requirements and acceptance criteria are clear and controlled.
Define, maintain and assure standards for configuration, forms, workflows, rules, naming, documentation, testing, release and user-centred design.	Configuration is consistent, maintainable and accessible. Workflows reduce administrative burden and better support practice.
Proactively identify new configuration, supplier functionality, automation or digital opportunities that improve efficiency, user experience, data quality, financial control or service delivery.	The platform evolves proactively and makes better use of available functionality and innovation.
Lead controlled design, testing, release, operational readiness, rollback planning, documentation, upgrade planning and post-release review using proportionate DevOps and release management principles.	Changes and upgrades are delivered safely, transparently and with appropriate stakeholder engagement.
Develop, quality assure and present evidence-backed proposals for change, ensuring sponsorship, impact assessment, prioritisation and sign-off through appropriate governance.	Governance groups receive clear, sponsored and evidence-based proposals. Decisions are auditable and proportionate.
Steward system design, workflow logic, data capture standards and BI input to improve data quality, statutory reporting, operational reporting, finance, forecasting and audit requirements.	System design improves reporting confidence, financial control and visibility of resident journeys.
Lead and quality assure the configuration, maintenance and improvement of Mosaic financial functionality, including charging, payments, provider invoicing, service user contributions, financial assessment outputs,	Financial configuration is robust, controlled and aligned to agreed policy, operational practice and financial governance. Residents are charged accurately and fairly, suppliers and providers are invoiced or paid correctly, financial data is reliable for reporting and forecasting, and risks relating to income collection, expenditure control,



package costing, budget coding and interfaces with finance-related systems (e.g. CM2000).	audit and compliance are identified, escalated and resolved.
Lead, steward and maintain the roadmap, prioritised backlog, team plan and reporting mechanisms for delivery, performance, risks, benefits and achievements.	Stakeholders understand priorities, progress, risks and value delivered by the team.
Use project management tools to plan, resource, schedule and manage projects, workstreams, significant tasks, risks, issues and dependencies from initiation through review.	Work is planned, coordinated and delivered in a structured and proportionate way. Risks and dependencies are managed.
Ensure significant changes include expected benefits, success measures and post-implementation review, evaluating delivery and applying learning to future work.	Benefits are visible and evidenced. Lessons improve future delivery.
Lead the core training and support offer, overseeing training needs, content quality, accessibility, feedback and delivery for complex or high-risk change.	Training is structured, current and aligned to service need. User confidence and recording practice improve.
Build senior relationships with Heads of Service, users, BI, ICT, partners and suppliers, managing expectations and leading supplier engagement on support, upgrades and roadmap matters.	The support function is well informed and trusted. Supplier issues and roadmap opportunities are actively managed.
Lead the documentation framework, key task registers, procedures, change records, risk log and business continuity arrangements for the support function.	Knowledge is retained. Auditability improves. Single points of failure and continuity risks are reduced.
Line manage, coach, mentor and quality assure the work of analysts, helpdesk staff and apprentices, supporting a sustainable internal skills pipeline.	Staff are supported and developed. Team capability, resilience and quality of outputs improve.
Be self-driven regarding continuous professional development. Maintain	The post holder remains credible as a senior practitioner.



leadership skills and relevant professional, technological and soft skills.	Business Analysis and Project management skills are modern applied for the benefit of the council. Knowledge of Office365 and other technology such as JavaScript ensures efficient and effective systems and support is on offer. Soft skills are maintained and used appropriately, successfully managing colleagues and stakeholders. Data is handled lawfully and securely.
Stay current with local and national guidance, policy and legislation, ensuring relevant functionality and processes are implemented to support compliant and effective practice.	System advice and configuration remain aligned to policy and statutory expectations. Regulatory changes are implemented effectively.
Provide hands-on senior practitioner support to the team for complex, high-risk or priority work, including peak demand, absence cover and critical operational tasks.	The team has senior delivery resilience. High-risk or time-critical work is supported directly when needed.
Nature of Contacts	
Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues. Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments. High levels of tact, sensitivity and diplomacy is required. Ensure sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically. Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position. Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.	
Procedural Context	
Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation. Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed	



objectives. Develop the service plan for area of responsibility and contribute to the wider service planning. Professionally accountable for interventions within area of responsibility.

Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

The post will be expected to work from other locations within the borough as defined by line management.

Post holder will oversee operational decisions.

Post holder will report into Assistant Director.

Key Facts and Figures

Manage individuals or teams of staff.

The service delivery requirements of the Mosaic support function requires the postholder to work a hybrid working style (Roaming and Front-facing) which will be a minimum of 2 days on site and up to 5 days on site as required by service needs and defined by line management.

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: Line management responsibility for at least one member of staff, the role will involve some other supervisory responsibility including on the job training and quality assurance of others' work.

Knowledge, Skills and Experience



- A high level of ICT literacy. Advanced user of Office productivity software, such as Outlook, Word, PowerPoint, Teams and other Office 365 (or equivalent) apps, knowledge of AI and the benefits this can bring.
- Experienced project manager with knowledge of associated methodologies and tools and demonstrable outcomes. Strong knowledge and experience developing project plans and co-ordinating complex projects across multiple stakeholder groups.
- Highly experienced business analyst.
- Strong stakeholder management skills, the ability to negotiate and find reasonable solutions in challenging environments – solutions focussed.
- Experience writing and implementing JavaScript.
- Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication.
- Ability to write clear and concise informative papers for senior stakeholders or business cases for change or investment, that are compelling and backed up with evidence and by clearly defined benefits.
- Self-motivated, enthusiastic, and able to work with minimal supervision
- Experience of successfully providing complex information and advice to key decision makers, including service managers, Directors and elected members.
- Well-developed interpersonal, persuasion and negotiating skills
- Experience providing system administrative support and stewardship in similar roles or organisations.
- Experience of delivering training 1-on-1 and to groups of people of varying ability levels.
- Knowledge of social care and the local authority environment is advantageous.
- Experience working in a fast-paced environment, managing conflicting deadlines and a demanding workload.
- Must have a can-do attitude, with a solution focussed demeanour.
- Thorough understanding of the requirements of GDPR and Data Protection Act 2018 and ability to design and implement approaches to ensure compliance.

Indicative qualifications

Essential

- A bachelor's degree in business administration, finance, economics, computer science, or a related field or equivalent experience.
- Qualification in Project management or similar at Level 4 or above, for example Associate Project Manager or similar.

OR

- Qualification in Information Systems Business Analysis or Business Analysis or similar at Level 4 or above.
- Evidence of Continuing Professional Development

Desirable

Professional ICT qualifications such as Microsoft Certifications in relevant areas.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction



with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.