

Job Description

Job Role: Business Analyst (ASC)

Role Structure	Role Details
Directorate:	Corporate Services
Grade:	HC08
Location:	Plough Lane
Responsible to:	ASC Reporting Team Lead

Main Purpose

- Design and coordinate the development of case management and associated systems to meet operational needs, data reporting needs, and inspection readiness
- Provide support and training to all Adult Social Care case management system users
- Identify areas for improvement in terms of process and efficiency and support the development of effective case management solutions to deliver that improvement

Key Duties and Responsibilities	Frequency of Task
• Work with Directors and Heads of Service to develop and agree the case management system priorities for the directorate and liaise with IT Services to ensure effective delivery	• Daily
• Elicit, analyse, and document business requirements from practitioners, managers, and senior leaders across Adult Social Care.	• Daily
• Collaborate with managers and staff across Adult Social Care to ensure that they optimise the use of the existing systems and identify future developments required	• Daily
• Work closely with the Reporting and Data Analysts to ensure consistent application of data definitions and case management system workflows, forms and fields	• Daily
• Support the Reporting and Data Team to translate the case management system into data reports that meet operational and statutory data requirements	• Daily



Key Duties and Responsibilities	Frequency of Task
Translate service needs into clear requirements for the case management system, reports, and process changes, and liaise with IT Services to meet these needs	Daily
Produce high-quality business analysis documentation, including process maps, user stories, specifications, and impact assessments	Daily
Investigate and support correcting data and reporting issues that stem from the case management system	Daily
Ensure that any changes to the case management system are promptly, regularly and clearly communicated and documented for the Reporting Team, and the users of the case management and associated systems	Daily
Support service redesign initiatives to improve outcomes for adults and to improve statutory compliance, data integrity, and inspection readiness	Daily
Identify opportunities for improvement, efficiency, and risk reduction	Daily
Ensure that proposed changes align with statutory requirements, practice guidance, and local policies.	Daily
Deliver data cleansing and related activities	Daily
To analyse data reports and to work alongside members of the Reporting Team and social care staff to rectify any missing and/ or inaccurate data	Daily
Apply case restrictions where applicable following approved processes and policies	Daily
Work closely with IT and system suppliers to support the delivery of system enhancements and configuration changes particularly where it could impact meeting operational and statutory reporting requirements	Daily
Support testing, user acceptance, and implementation of changes	Daily
Ensure that business analysis and data quality activity supports compliance with statutory guidance and inspection frameworks	Daily



Key Duties and Responsibilities	Frequency of Task
Assess the impact of legislative, policy, or procedural changes on systems and processes	Daily
Support preparation for inspections, audits, and reviews where required	Daily
Provide specialist oversight of data integrity for Adult Social Care, with particular focus on statutory returns, inspection evidence, and performance reporting, identifying root causes including practice, process, training, or system design issues	Daily
Work closely with Adult Social Care Operations to train and guide all new and current case management system users to maintain high standards of data quality in the data reporting, and consistent information within the case management system	Daily
Support and undertake controlled and auditable data correction activity where this is necessary to correct high-risk or inspection-critical records, to ensure statutory definitions are accurately applied, or to protect the integrity of corporate and statutory reporting	Daily
Work with operational managers, practitioners and system administrators to design and implement sustainable solutions through process, training, or system improvements	Daily
Provide support and development of case management system 'Power Users'	Daily
Maintain clear audit trails for decisions, requirements, and changes	Daily
Ensure documentation is version-controlled, accurate, and accessible	Daily
Collaborate effectively with colleagues across the council, including other analysts and wider multidisciplinary teams to champion and embed a One Council approach, ensuring analytical work is aligned, coordinated, and contributes to shared organisational priorities	Daily
Effectively prioritise tasks in response to changing demands, ensuring that deadlines for statutory reports, dashboards, and analytical outputs are met; and escalate issues when required promptly and appropriately	Daily
Balance multiple concurrent projects, using appropriate planning tools to maintain visibility of deadlines and progress	Daily
Demonstrate strong personal organisation by keeping work plans updated and ensuring stakeholders are informed of progress and deadlines; negotiating timelines or requirements when needed	Daily

Key Duties and Responsibilities	Frequency of Task
Comply with data protection, information governance, and confidentiality requirements	Daily
Keep knowledge up to date in relation to Adult social care policy, digital developments, and best practice in business analysis	Daily
Working to tight deadlines and short timeframes dictated by service statutory demands	Daily
Undertake other duties commensurate with the grade of the post.	Daily
Flexible approach to work and hours to satisfy the needs of the business	Daily
Deputise for the ASC Reporting Team Leader	Daily
Post holders are expected to comply with organisational schemes of delegation, standing financial instructions, policies, procedures and guidelines	Daily
The organisation is committed to an Equality Policy which affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sex, sexuality, age, marital status, ethnic origin or disability. All staff are required to observe this policy in their behaviour to their behaviour to other employees and service users	Daily
This post is subject to a DBS check according to the Council's policy	Daily



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
Degree level or equivalent experience	Essential	A
At least 5 GCSEs or equivalent, including English and Maths	Essential	A
Experience & Knowledge		
In-depth understanding of Adult Social Care services, statutory responsibilities, and practice frameworks	Essential	A, I
Strong knowledge of statutory returns, performance measures, and inspection requirements	Essential	A, I
Understanding of data quality principles, information governance, and risk management in a local authority context	Essential	A, I
Skills and Abilities		
Excellent analytical and problem-solving skills	Essential	A, I
Strong business analysis and process-mapping capability	Essential	A, I
Ability to assess the impact of data issues on statutory returns and performance reporting	Essential	A, I
Ability to exercise professional judgement	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Ability to communicate complex requirements clearly to technical and non-technical audiences	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

