



HM Courts & Tribunals Service

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Directorate: Digital Technology Services (DTS)

Pay Band: SEO

Job Title: Senior Business Analyst (Infrastructure 1)

Location: National

Successful applicants will be expected to be office based 3 days per week in any HMCTS Office (subject to business availability).

Term: Permanent

Interview: Video conference via Teams

Important salary details:

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 new pay band, or receive an increase of 10 percent on the current base salary, whichever is higher (This is restricted to the pay maximum of the new band).

GDD:

[Government Digital and Data \(GDD\)](#) Profession Capability Framework and [Success Profiles](#) Frameworks. Using GDD we will then determine if you will be paid an additional allowance, on top of your basic salary. This role is within the Product and Delivery Job Family, is a Business Analyst role at Business Analyst level, but carries the title Senior Business Analyst (Infrastructure 1) within DTS.

Reserve List:

HMCTS run a Reserve 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. You will be able to view your status via the application screen. If you have been added to the Reserve List, your status will show either Merit or Reserve list.

Introduction:

These are exciting times at HM Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales to deliver justice by running courts and tribunals and processing outcomes, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

HMCTS Digital and Technology Services (DTS) is a specialist technology directorate which provides support to HMCTS in the use of IT and Digital.

DTS is committed to being a great place to 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.

Please follow the link below for further information about HMCTS.

www.gov.uk/government/organisations/hm-courts-and-tribunals-service

Job Description:

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 Business Analyst 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:

- Leading workshops and other elicitation tools, to effectively understand business problems and user needs.
- Translating the business problem into a set of detailed requirements.
- Managing stakeholder relationships, across a variety of areas.
- Communicating effectively to all stakeholders.
- Driving the collection of information and analysis of data to create recommendations.
- Analysing large amounts of complex information and using it to identify issues and advise potential solutions.
- Modelling processes or scenarios across more than one business function.
- Contributing to wider Business Analysis Community of Practice.

Skills & Experience

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

Essential Criteria:

- 3+ years Business Analyst experience in Waterfall and Agile environments
- 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

Application process:

The following areas of the [Success Profile Framework](#) will be used to assess and score your application during the sift, and interview.

- **Experience** – As demonstrated in your application form.
- **Strengths** – The interview will involve a discussion around 2 Strengths.
- **Behaviours** – During the interview, you will be required to provide evidence of the following key behaviours at SEO Level:
 - **Behaviour 1 – Changing and Improving**
 - **Behaviour 2 – Making Effective Decisions**
- **Technical – GDD Assessment** – During the interview, you will be assessed against the GDD skills and framework below:
 - **GDD Capability Framework Skill 1 - Agile working**
 - **GDD Capability Framework Skill 2 - Business Analysis**
 - **GDD Capability Framework Skill 3 – Requirements Definition and Management**
 - **GDD Capability Framework Skill 4 - Stakeholder Relationship Management**